

FD/MLA 08-06 \ 15

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

Customer Account Number CX118698
Bill Number CX118698-070
Bill Date 11 Jun 2014
Payment Due 20 Jun 2014
Bill Period 01 May 2014 - 31 May 2014
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	24.31
Payments received with thanks	-	£	24.31 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	11.22

Total new charges	=	£	15.00
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VAT @20%	+	£	3.00
Total charges	=	£	18.00

TOTAL NOW DUE	=	£	18.00
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This bill is for information only. Your payment will be collected on or after 20 Jun 2014

**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 21 May 14 + £ 24.31 cr

TOTAL PAYMENTS = £ 24.31 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 Jun 14 - 30 Jun 14) + £ 8.94

Caller Display (01 Jun 14 - 30 Jun 14) + £ 1.49

Number Withheld (01 Jun 14 - 30 Jun 14) + £ 0.00

Call charges + £ 0.787

= £ 11.22

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	12	0:46:43	£0.000
National voice call	13	2:11:13	£0.000
UK mobile voice call	3	0:02:14	£0.637
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:06:13	£0.150
Totals	30	3:06:23	£0.787

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 May	10:20	01409413444	local	0:09:04	free
01 May	12:09	01409413444	local	0:03:47	free
02 May	11:38	01793748283	swindon	0:00:05	free
02 May	12:02	01288321665	local	0:01:01	free
02 May	12:49	01793748283	swindon	0:00:04	free
02 May	14:29	01793748283	swindon	0:08:30	free
02 May	14:40	01285712656	cirencester	0:00:04	free
02 May	16:35	01285712656	cirencester	0:02:20	free
02 May	19:14	07814379767	uk: orange mobile	0:00:30	£0.169
03 May	15:07	01237432119	local	0:08:23	free
04 May	11:28	01793748283	swindon	0:08:59	free
04 May	20:45	01409254100	local	0:01:06	free
04 May	20:51	01409254100	local	0:00:17	free
05 May	20:29	07814379767	uk: orange mobile	0:01:11	£0.260
07 May	09:21	01409413444	local	0:03:49	free
07 May	21:08	01237432119	local	0:12:51	free
08 May	08:30	03301239339	special service	0:05:32	free
08 May	11:45	01285712656	cirencester	0:22:32	free
08 May	12:14	01209821414	redruth	0:05:23	free
13 May	11:27	01285712656	cirencester	0:43:56	free
13 May	12:16	01935453731	yeovil	0:01:40	free
14 May	13:21	01409413444	local	0:01:36	free
21 May	13:32	01409254782	local	0:01:21	free
21 May	13:35	01793748283	swindon	0:06:43	free
23 May	11:05	01322867293	swanley	0:30:52	free
23 May	16:12	01793748283	swindon	0:00:05	free
23 May	18:22	01409253475	local	0:01:07	free
25 May	10:30	01237432119	local	0:02:21	free
25 May	14:15	07814379767	uk: orange mobile	0:00:33	£0.208
26 May	16:25	08448090202	special service	0:00:41	£0.150
				Total :	£0.787

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
07814379767	mobile	uk: orange mobile	3	0:02:14	£0.637
08448090202	non-geographic	special service	1	0:00:41	£0.150
01409413444	local	local	4	0:18:16	£0.000
01409254782	local	local	1	0:01:21	£0.000
01409254100	local	local	2	0:01:23	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:01:11	£0.260

Your Longest Call

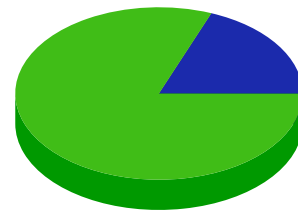
Number called	Duration	Total cost
01285712656	0:43:56	£0.000

Your Calling Patterns:

Total Cost of Calls

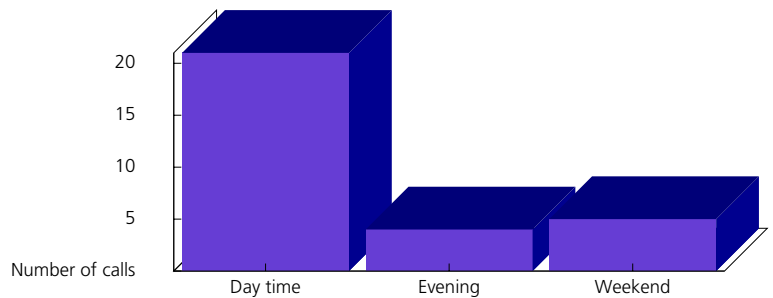
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.637	80.9
international call	£0.000	0.0
non-geographic	£0.150	19.1

Local
National
Mobile
International
Non-Geographic



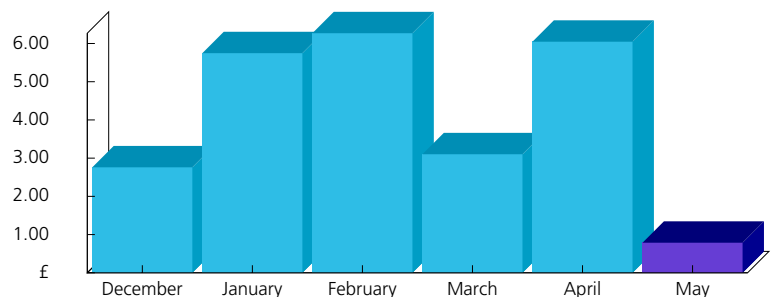
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	21	70.0
Evening	4	13.3
Weekend	5	16.7



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
December	£2.760	11.2
January	£5.747	23.3
February	£6.269	25.4
March	£3.102	12.6
April	£6.047	24.5
May	£0.787	3.2



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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Registered office: Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH, UK

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;"> <tr> <td style="width: 15%;">8</td> <td style="width: 15%;">3</td> <td style="width: 15%;">6</td> <td style="width: 15%;">6</td> <td style="width: 15%;">6</td> <td style="width: 15%;">4</td> </tr> </table> <p>Reference</p> <p style="text-align: center; font-weight: bold; font-size: large;">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.