

FD/ML/08-06/1371

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

Customer Account Number CX118698
Bill Number CX118698-082
Bill Date 10 Jun 2015
Payment Due 19 Jun 2015
Bill Period 01 May 2015 - 31 May 2015
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	21.24
Payments received with thanks	-	£	21.24 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	11.63

Total new charges	=	£	15.41
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VAT @20%	+	£	3.08
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Total charges	=	£	18.49
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TOTAL NOW DUE	=	£	18.49
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This bill is for information only. Your payment will be collected on or after 19 Jun 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 21 May 15	+	£	21.24 cr
TOTAL PAYMENTS	=	£	21.24 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 15 - 30 Jun 15)	+	£ 8.94
Caller Display	(01 Jun 15 - 30 Jun 15)	+	£ 1.49
Number Withheld	(01 Jun 15 - 30 Jun 15)	+	£ 0.00
Call charges		+	£ 1.199
		=	£ 11.63

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	5	0:10:28	£0.000
National voice call	17	1:55:38	£0.000
UK mobile voice call	2	0:07:03	£1.199
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:12:06	£0.000
Totals	26	2:25:15	£1.199

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 May	13:07	03448090222	special service	0:04:45	free
01 May	17:09	02087318610	london	0:05:47	free
02 May	09:44	01793748283	swindon	0:03:51	free
02 May	15:49	01793748283	swindon	0:05:07	free
02 May	16:25	01322867293	swanley	0:13:31	free
05 May	11:49	01322867293	swanley	0:00:14	free
05 May	11:54	03456100100	special service	0:07:21	free
05 May	15:48	01753883080	iver	0:05:29	free
05 May	20:46	01237432119	local	0:09:28	free
07 May	12:09	07814379767	uk: orange mobile	0:05:59	£0.860
07 May	12:15	01793748283	swindon	0:02:30	free
07 May	13:13	07814379767	uk: orange mobile	0:01:04	£0.339
07 May	19:08	01793748283	swindon	0:01:34	free
10 May	14:39	01322867293	swanley	0:41:25	free
12 May	20:02	01793748283	swindon	0:02:07	free
19 May	14:05	01322867293	swanley	0:00:03	free
20 May	19:51	01793748283	swindon	0:07:08	free
21 May	11:58	01793748283	swindon	0:19:35	free
22 May	13:01	01409255525	local	0:00:14	free
22 May	14:29	01409255525	local	0:00:31	free
22 May	14:32	01322867293	swanley	0:00:02	free
22 May	15:06	01793748283	swindon	0:00:55	free
22 May	15:07	01793748283	swindon	0:01:08	free
28 May	16:13	01322867293	swanley	0:05:12	free
30 May	18:54	01409259444	local	0:00:05	free
30 May	18:55	01409259444	local	0:00:10	free
				Total :	£1.199

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	2	0:07:03	£1.199
02087318610	national	london	1	0:05:47	£0.000
01753883080	national	iver	1	0:05:29	£0.000
01409259444	local	local	2	0:00:15	£0.000
01409255525	local	local	2	0:00:45	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:05:59	£0.860

Your Longest Call

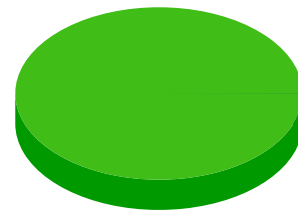
Number called	Duration	Total cost
01322867293	0:41:25	£0.000

Your Calling Patterns:

Total Cost of Calls

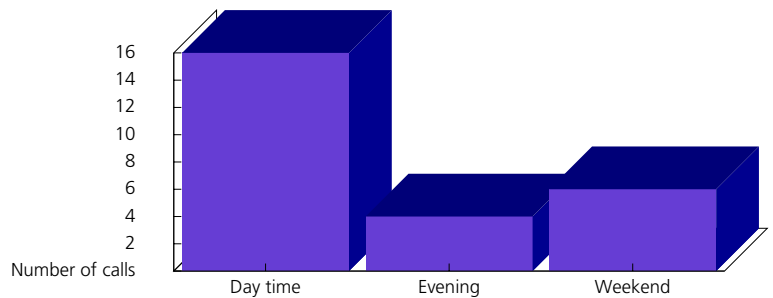
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.199	100.0
international call	£0.000	0.0
non-geographic	£0.000	0.0

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



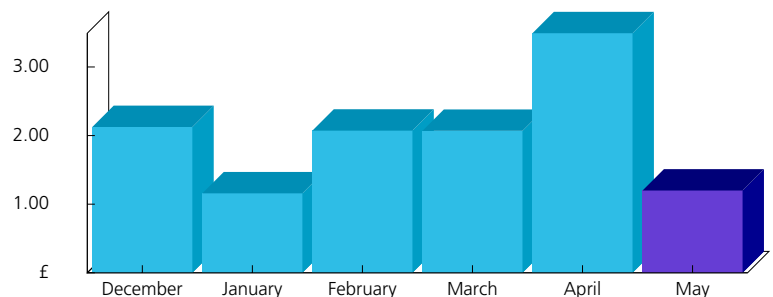
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	16	61.5
Evening	4	15.4
Weekend	6	23.1



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
December	£2.125	17.5
January	£1.158	9.6
February	£2.072	17.1
March	£2.069	17.1
April	£3.492	28.8
May	£1.199	9.9



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

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)

Branch Sort Code

Bank/Building Society account number

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.

Signature(s)

Date



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.