

FDML\08-06\1215

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

Customer Account Number CX118698
Bill Number CX118698-052
Bill Date 10 Dec 2012
Payment Due 20 Dec 2012
Bill Period 01 Nov 2012 - 30 Nov 2012
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	21.71
Payments received with thanks	-	£	21.71 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	12.66

Total new charges	=	£	16.44
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VAT @20%	+	£	3.29
Total charges	=	£	19.73

TOTAL NOW DUE	=	£	19.73
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This bill is for information only. Your payment will be collected on or after 20 Dec 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 Nov 12	+	£	21.71 cr
TOTAL PAYMENTS	=	£	21.71 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 Dec 12 - 31 Dec 12)	+	£ 8.94
Caller Display	(01 Dec 12 - 31 Dec 12)	+	£ 1.49
Number Withheld	(01 Dec 12 - 31 Dec 12)	+	£ 0.00
Call charges		+	£ 2.233
		=	£ 12.66

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Call Summary			
Call type	Number of calls	Duration	Cost
Local voice call	24	0:28:55	£0.000
National voice call	13	1:35:50	£0.000
UK mobile voice call	4	0:09:05	£1.759
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:05:22	£0.474
Totals	44	2:19:12	£2.233

New Call Charges for 01409254799					
Date	Time	Dialled	Destination	Duration	Charge
26 Oct	17:45	01288355994	local	0:01:22	free
01 Nov	11:23	01566784863	local	0:00:25	free
02 Nov	13:42	01793748283	swindon	0:07:15	free
02 Nov	19:41	01409253294	local	0:00:15	free
03 Nov	08:28	01409253822	local	0:01:58	free
03 Nov	21:29	01409254100	local	0:01:07	free
07 Nov	09:54	01409253489	local	0:00:27	free
07 Nov	09:56	01288353789	local	0:00:53	free
07 Nov	10:29	01566773363	local	0:01:21	free
07 Nov	11:15	01271311000	barnstaple	0:02:06	free
07 Nov	11:19	01822616100	tavistock	0:02:32	free
07 Nov	11:22	01822615015	tavistock	0:00:50	free
07 Nov	11:44	07814379767	uk: orange mobile	0:04:30	£0.730
07 Nov	12:17	01409255462	local	0:03:05	free
07 Nov	13:10	01237474983	local	0:00:14	free
08 Nov	11:31	01409255462	local	0:00:44	free
08 Nov	13:42	01409255462	local	0:00:05	free
09 Nov	08:26	01271314332	barnstaple	0:00:03	free
09 Nov	09:15	01237479176	local	0:00:06	free
09 Nov	09:39	01237479176	local	0:00:04	free
09 Nov	14:26	01237431426	local	0:03:11	free
09 Nov	19:50	01322867293	swanley	0:00:04	free
10 Nov	19:23	07814379767	uk: orange mobile	0:01:20	£0.260
13 Nov	18:39	01322867293	swanley	0:18:26	free
14 Nov	19:03	01409259182	local	0:00:31	free
15 Nov	19:03	01793748283	swindon	0:00:51	free
16 Nov	12:45	01409253475	local	0:00:30	free
16 Nov	12:49	01409253475	local	0:00:28	free
16 Nov	12:57	01409253475	local	0:00:20	free
16 Nov	15:09	01409253475	local	0:01:43	free
19 Nov	15:01	01288352737	local	0:03:08	free
20 Nov	13:52	01392262600	exeter	0:02:21	free
20 Nov	14:50	07970184269	uk: orange mobile	0:03:04	£0.600
22 Nov	18:33	07973632993	uk: orange mobile	0:00:11	£0.169
22 Nov	18:33	01769560515	south molton	0:04:18	free
26 Nov	13:09	01322867293	swanley	0:15:51	free
27 Nov	10:49	08456100100	uk: local rate	0:03:11	£0.215
28 Nov	11:50	01793748283	swindon	0:38:45	free
29 Nov	12:03	01237479176	local	0:01:53	free
29 Nov	16:50	01409253294	local	0:01:30	free
29 Nov	18:15	01793748283	swindon	0:02:28	free
30 Nov	10:29	08456403030	uk: local rate	0:00:43	£0.112
30 Nov	10:30	08456403030	uk: local rate	0:01:28	£0.147
30 Nov	15:00	01409253280	local	0:03:35	free
				Total :	£2.233

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	0:05:50	£0.990
07970184269	mobile	uk: orange mobile	1	0:03:04	£0.600
08456403030	non-geographic	uk: local rate	2	0:02:11	£0.259
08456100100	non-geographic	uk: local rate	1	0:03:11	£0.215
07973632993	mobile	uk: orange mobile	1	0:00:11	£0.169

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:04:30	£0.730

Your Longest Call

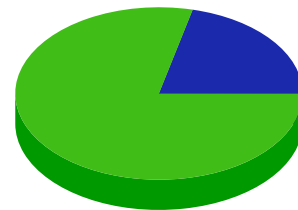
Number called	Duration	Total cost
01793748283	0:38:45	£0.000

Your Calling Patterns:

Total Cost of Calls

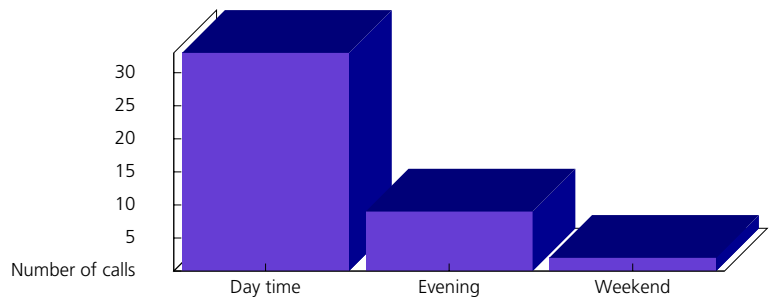
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.759	78.8
international call	£0.000	0.0
non-geographic	£0.474	21.2

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



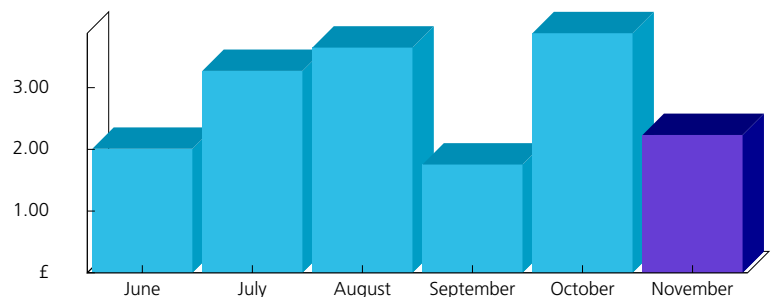
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	33	75.0
Evening	9	20.5
Weekend	2	4.5



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
June	£2.009	12.0
July	£3.271	19.5
August	£3.649	21.7
September	£1.754	10.4
October	£3.882	23.1
November	£2.233	13.3



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**

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)

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.