

FD/ML/06-06/1530

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

Customer Account Number CX118698
Bill Number CX118698-076
Bill Date 09 Dec 2014
Payment Due 18 Dec 2014
Bill Period 01 Nov 2014 - 30 Nov 2014
VAT Registration Number GB 867 2447 91

Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	19.25
Payments received with thanks	-	£	19.25 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
Total charges	=	£	18.49

TOTAL NOW DUE	=	£	18.49
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This bill is for information only. Your payment will be collected on or after 18 Dec 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 27 Nov 14		+ £	19.25 cr
TOTAL PAYMENTS		=	£ 19.25 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 14 - 31 Dec 14)	+ £	8.94
Caller Display	(01 Dec 14 - 31 Dec 14)	+ £	1.49
Number Withheld	(01 Dec 14 - 31 Dec 14)	+ £	0.00
Call charges		+ £	1.198
		=	£ 11.63

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	19	0:42:37	£0.000
National voice call	11	1:25:02	£0.000
UK mobile voice call	4	0:00:22	£0.846
International voice call	0	0:00:00	£0.000
Non-geographic voice call	4	0:34:50	£0.352
Totals	38	2:42:51	£1.198

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
02 Nov	14:52	01706902001	rochdale	0:18:38	free
03 Nov	15:35	01752897923	plymouth	0:00:12	free
03 Nov	15:37	01752897923	plymouth	0:06:12	free
05 Nov	11:40	01926320701	leamington spa	0:03:18	free
05 Nov	11:46	01752897923	plymouth	0:00:07	free
05 Nov	12:04	01752897923	plymouth	0:12:21	free
06 Nov	13:14	01288361940	local	0:01:40	free
07 Nov	12:26	01409478040	local	0:07:21	free
07 Nov	14:41	01409253822	local	0:03:38	free
09 Nov	10:19	01322867293	swanley	0:09:13	free
10 Nov	12:03	01837650970	local	0:02:27	free
11 Nov	11:06	01793748283	swindon	0:00:04	free
11 Nov	11:07	07715461121	uk: o2 mobile	0:00:15	£0.215
12 Nov	13:48	07731302752	uk: o2 mobile	0:00:01	£0.215
18 Nov	09:50	01409253822	local	0:00:51	free
18 Nov	14:55	01409253822	local	0:00:25	free
19 Nov	12:21	01322867293	swanley	0:20:22	free
19 Nov	16:45	01285712656	cirencester	0:00:11	free
19 Nov	17:58	07814379767	uk: orange mobile	0:00:03	£0.208
20 Nov	16:46	03456100100	special service	0:14:05	free
21 Nov	09:39	07814379767	uk: orange mobile	0:00:03	£0.208
21 Nov	09:40	01237432119	local	0:02:59	free
21 Nov	10:48	01409253822	local	0:01:23	free
22 Nov	10:11	01837650970	local	0:01:28	free
24 Nov	12:48	01409253294	local	0:00:38	free
24 Nov	13:14	03300262728	special service	0:02:43	free
25 Nov	11:31	01409253692	local	0:02:09	free
26 Nov	08:49	01409253684	local	0:02:40	free
26 Nov	08:52	08450020034	uk: local rate	0:07:58	£0.352
26 Nov	09:02	01409253684	local	0:01:32	free
26 Nov	09:08	01409255525	local	0:02:44	free
26 Nov	11:36	01409253684	local	0:00:42	free
27 Nov	20:13	01237432119	local	0:03:34	free
27 Nov	20:30	01237432119	local	0:05:42	free
28 Nov	13:50	01409255525	local	0:00:16	free
28 Nov	14:36	01409255525	local	0:00:28	free
29 Nov	12:30	01322867293	swanley	0:14:24	free
29 Nov	15:10	03456100100	special service	0:10:04	free
				Total :	£1.198

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	0:00:06	£0.416
08450020034	non-geographic	uk: local rate	1	0:07:58	£0.352
07715461121	mobile	uk: o2 mobile	1	0:00:15	£0.215
07731302752	mobile	uk: o2 mobile	1	0:00:01	£0.215
01409253822	local	local	4	0:06:17	£0.000

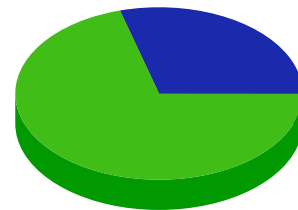
Your Most Expensive Call		
Number called	Duration	Total cost
08450020034	0:07:58	£0.352

Your Longest Call		
Number called	Duration	Total cost
01322867293	0:20:22	£0.000

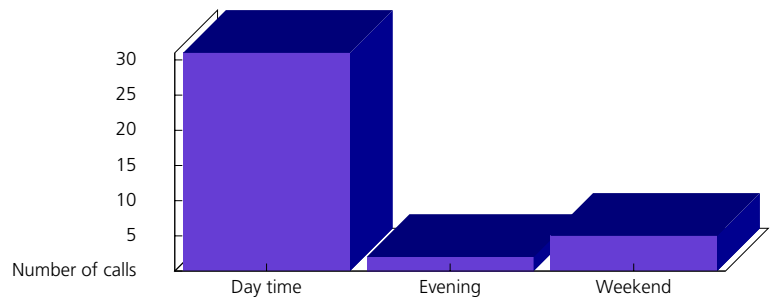
Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.846	70.6
international call	£0.000	0.0
non-geographic	£0.352	29.4

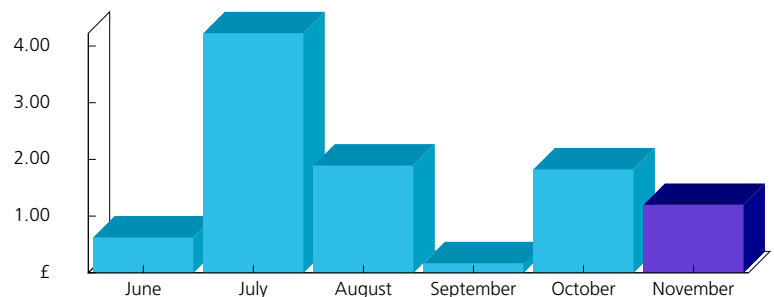
■ Local
■ National
■ Mobile
■ International
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	31	81.6
Evening	2	5.3
Weekend	5	13.2



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
June	£0.624	6.3
July	£4.226	42.5
August	£1.892	19.0
September	£0.169	1.7
October	£1.825	18.4
November	£1.198	12.1



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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first:telecom	Instruction to your Bank or Building Society to pay by Direct Debit							
<small>Please fill in the form and send to: first:telecom : PO BOX 4360 : Warwick : CV34 9DB</small>								
Name and full postal address of your Bank or Building Society	Originator's Identification Number							
To: The Manager <small>Bank/Building Society</small>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 12.5%;">8</td> <td style="width: 12.5%;">3</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">4</td> </tr> </table>		8	3	6	6	6	4
8	3	6	6	6	4			
Address	Reference							
	CX118698							
Postcode	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>							
Name(s) of Account Holder(s)	Signature(s)							
Branch Sort Code	Date							
Bank/Building Society account number								
<small>Banks and Building Societies may not accept Direct Debit Instructions for some types of account.</small>								

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- 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.