

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

Customer Account Number CX118698
Bill Number CX118698-100
Bill Date 13 Dec 2016
Payment Due 23 Dec 2016
Bill Period 01 Nov 2016 - 30 Nov 2016
VAT Registration Number GB 867 2447 91

Page 1 of 5

Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance	£	19.85
We did not receive your payment this month	£	0.00

Outstanding balance	=	£	19.85
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New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	11.99

Total new charges	=	£	15.77
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VAT @20%	+	£	3.15
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Total charges	=	£	18.92
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TOTAL NOW DUE	=	£	38.77
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This bill is for information only. Your payment will be collected on or after 23 Dec 2016



**We also supply
cheap electricity
and gas**

To switch call
01926 320 700 or
visit www.first-utility.com

first:utility

Payments

Payments

We have not received full payment - please call 01926 320 701

TOTAL PAYMENTS	=	£ 0.00
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Account Charges and Credits

Account Charges and Credits

Monthly Package Fee	+	£ 3.78
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=	£ 3.78
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Telephone Statement

Summary of Charges for 01409254799

Line rental charge for period	(01 Dec 16 - 31 Dec 16)	+	£ 8.94
Caller Display	(01 Dec 16 - 31 Dec 16)	+	£ 1.49
Number Withheld	(01 Dec 16 - 31 Dec 16)	+	£ 0.00

Call charges	+	£ 1.558
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=	£ 11.99
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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	18	1:10:48	£0.000
National voice call	10	1:46:53	£0.000
UK mobile voice call	3	0:07:19	£1.408
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:05:28	£0.150
Totals	34	3:10:28	£1.558

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Nov	11:54	0183755700	local	0:01:44	free
01 Nov	14:10	01322867293	swanley	0:00:02	free
02 Nov	12:01	0183755700	local	0:08:57	free
02 Nov	14:03	0183755700	local	0:04:30	free
02 Nov	14:14	0183755700	local	0:02:41	free
04 Nov	11:49	0183755700	local	0:08:57	free
04 Nov	11:59	0183755700	local	0:08:10	free
05 Nov	10:48	07814379767	uk: orange mobile	0:03:11	£0.600
06 Nov	12:40	07814379767	uk: orange mobile	0:00:50	£0.208
09 Nov	16:51	01409253381	local	0:00:59	free
09 Nov	17:15	01322867293	swanley	0:05:57	free
14 Nov	12:03	01837650970	local	0:04:13	free
15 Nov	12:31	01706902000	rochdale	0:10:37	free
15 Nov	20:18	01793748283	swindon	0:08:19	free
16 Nov	19:06	01285712656	cirencester	0:00:07	free
17 Nov	12:26	01409253692	local	0:03:32	free
17 Nov	13:44	01409253280	local	0:05:51	free
18 Nov	09:51	0183755700	local	0:00:24	free
18 Nov	09:51	0183755700	local	0:09:25	free
18 Nov	13:43	01297551259	axminster	0:18:01	free
21 Nov	11:41	0183755700	local	0:04:21	free
22 Nov	09:14	01837650970	local	0:02:35	free
23 Nov	10:58	0183755700	local	0:01:41	free
24 Nov	11:50	01793748283	swindon	0:34:50	free
24 Nov	16:29	01795414780	sittingbourne	0:05:16	free
25 Nov	15:21	03456402020	special service	0:04:30	free
26 Nov	19:31	01409253941	local	0:00:20	free
27 Nov	09:16	07814379767	uk: orange mobile	0:03:18	£0.600
28 Nov	12:16	01706902000	rochdale	0:21:57	free
28 Nov	12:56	01706902000	rochdale	0:01:47	free
29 Nov	09:21	01409254680	local	0:00:14	free
29 Nov	16:04	01409253280	local	0:02:14	free
30 Nov	13:39	08456112970	service call - sc0	0:00:07	£0.150
30 Nov	13:40	03456112970	special service	0:00:51	free
Total :					£1.558

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	0:07:19	£1.408
08456112970	non-geographic	Service Call - SC0	1	0:00:07	£0.150
0183755700	local	local	10	0:50:50	£0.000
01409254680	local	local	1	0:00:14	£0.000
01409253941	local	local	1	0:00:20	£0.000

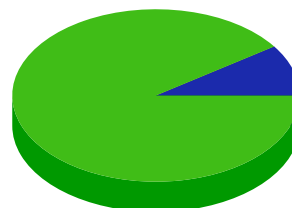
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:03:18	£0.600

Your Longest Call		
Number called	Duration	Total cost
01793748283	0:34:50	£0.000

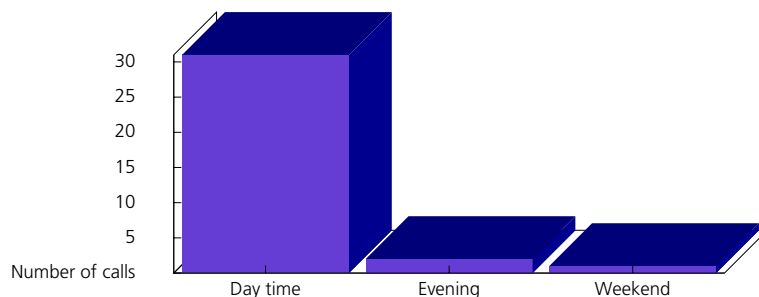
Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.408	90.4
international call	£0.000	0.0
non-geographic	£0.150	9.6

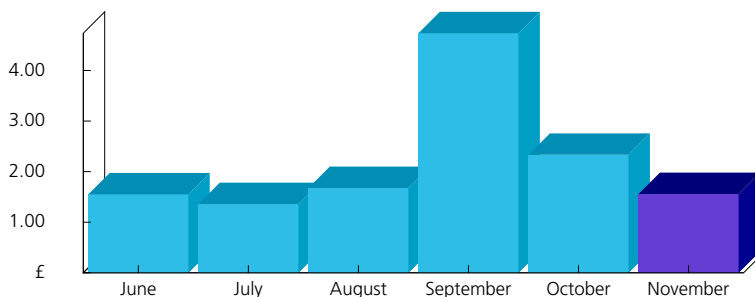
■ Local
■ National
■ Mobile
■ International
■ Non-Geographic




When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	31	91.2
Evening	2	5.9
Weekend	1	2.9





Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
June	£1.551	11.7
July	£1.359	10.3
August	£1.677	12.7
September	£4.737	35.8
October	£2.333	17.7
November	£1.558	11.8




Contacting us:

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By phone:
 Customer service: **01926 320 701**
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By email:
 customer.service@firsttelecom.com
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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)
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Via our website:
 Visit www.firsttelecom.com

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).

first:telecom is a trading name of First Utility Limited, Registered number 05070887.
 Registered office: Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH, UK

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.

For low cost
Directory Enquiries
 Simply dial **118 814**



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

Originator's Identification Number

To: The Manager

Bank/Building Society

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Address

Reference

CX118698

Postcode

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.

Name(s) of Account Holder(s)


Signature(s)

Branch Sort Code

Date

Bank/Building Society account number

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

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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.