

FDML\08-06\11064

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

Customer Account Number CX118698
Bill Number CX118698-051
Bill Date 12 Nov 2012
Payment Due 26 Nov 2012
Bill Period 01 Oct 2012 - 31 Oct 2012
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	19.15
Payments received with thanks	-	£	19.15 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	14.31

Total new charges	=	£	18.09
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VAT @20%	+	£	3.62
Total charges	=	£	21.71

TOTAL NOW DUE	=	£	21.71
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This bill is for information only. Your payment will be collected on or after 26 Nov 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 24 Oct 12	+	£	19.15 cr
TOTAL PAYMENTS	=	£	19.15 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 Nov 12 - 30 Nov 12)	+	£ 8.94
Caller Display	(01 Nov 12 - 30 Nov 12)	+	£ 1.49
Number Withheld	(01 Nov 12 - 30 Nov 12)	+	£ 0.00
Call charges		+	£ 3.882
		=	£ 14.31

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	11	0:12:21	£0.000
National voice call	20	2:14:24	£0.000
UK mobile voice call	1	0:00:11	£0.215
International voice call	0	0:00:00	£0.000
Non-geographic voice call	10	0:52:01	£3.667
Totals	42	3:18:57	£3.882

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Oct	20:56	01793748283	swindon	0:02:18	free
02 Oct	12:15	01237441881	local	0:05:41	free
03 Oct	10:00	01409253822	local	0:01:07	free
03 Oct	10:15	03007906801	special service	0:02:25	free
03 Oct	10:18	03007906801	special service	0:03:53	free
03 Oct	14:59	01322867293	swanley	0:20:17	free
03 Oct	19:33	01322867293	swanley	0:05:13	free
04 Oct	17:31	01288355994	local	0:00:35	free
05 Oct	11:47	01322867293	swanley	0:00:03	free
08 Oct	12:24	08448717742	special service	0:11:36	£0.936
08 Oct	12:53	01579320218	liskeard	0:11:20	free
08 Oct	13:44	01428620032	haslemere	0:10:03	free
09 Oct	12:27	01322867293	swanley	0:07:20	free
10 Oct	10:24	01322867293	swanley	0:12:30	free
10 Oct	19:29	08457225533	uk: local rate	0:01:10	£0.104
10 Oct	19:30	08457225533	uk: local rate	0:04:20	£0.143
11 Oct	13:13	01566784863	local	0:00:59	free
12 Oct	14:33	01271374642	barnstaple	0:09:28	free
12 Oct	14:44	01392432643	exeter	0:08:22	free
13 Oct	14:54	01271344338	barnstaple	0:00:08	free
13 Oct	15:31	01489557553	fareham	0:04:14	free
15 Oct	11:17	01271323332	barnstaple	0:00:48	free
17 Oct	17:05	01322867293	swanley	0:15:41	free
20 Oct	11:08	01822612674	tavistock	0:00:44	free
20 Oct	14:48	01237432962	local	0:00:15	free
22 Oct	09:02	01409255250	local	0:00:51	free
22 Oct	13:45	01793748283	swindon	0:02:55	free
22 Oct	14:16	01271379078	barnstaple	0:00:54	free
24 Oct	18:44	01793748283	swindon	0:00:06	free
25 Oct	14:06	01837851271	local	0:00:24	free
26 Oct	11:58	01322867293	swanley	0:19:52	free
27 Oct	12:06	01566784863	local	0:00:20	free
29 Oct	11:37	07858777337	uk: o2 mobile	0:00:11	£0.215
29 Oct	11:40	08448090222	special service	0:13:19	£1.079
29 Oct	13:01	01271378018	barnstaple	0:02:08	free
29 Oct	13:13	01237422227	local	0:00:21	free
30 Oct	13:03	08705678678	uk: national rate	0:00:13	£0.093
30 Oct	13:05	08448020222	special service	0:00:16	£0.097
30 Oct	13:05	08705678678	uk: national rate	0:00:13	£0.093
30 Oct	13:06	08448090222	special service	0:14:36	£1.122
30 Oct	19:15	01409253475	local	0:00:24	free
30 Oct	19:16	01409253475	local	0:01:24	free
				Total :	£3.882

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
08448090222	non-geographic	special service	2	0:27:55	£2.201
08448717742	non-geographic	special service	1	0:11:36	£0.936
08457225533	non-geographic	uk: local rate	2	0:05:30	£0.247
07858777337	mobile	uk: o2 mobile	1	0:00:11	£0.215
08705678678	non-geographic	uk: national rate	2	0:00:26	£0.186

Your Most Expensive Call

Number called	Duration	Total cost
08448090222	0:14:36	£1.122

Your Longest Call

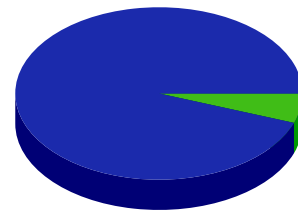
Number called	Duration	Total cost
01322867293	0:20:17	£0.000

Your Calling Patterns:

Total Cost of Calls

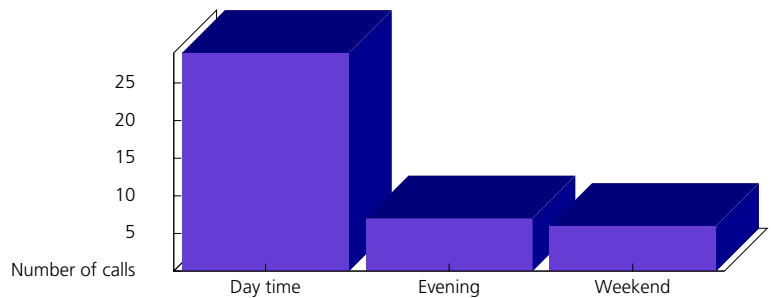
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.215	5.5
international call	£0.000	0.0
non-geographic	£3.667	94.5

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



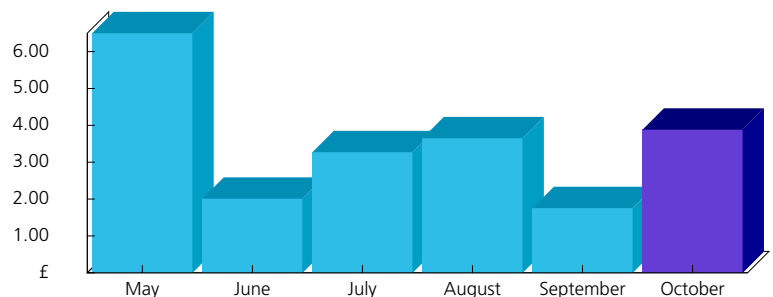
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	29	69.0
Evening	7	16.7
Weekend	6	14.3



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
May	£6.499	30.9
June	£2.009	9.5
July	£3.271	15.5
August	£3.649	17.3
September	£1.754	8.3
October	£3.882	18.4



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 Otelco (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

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.