

FD/ML/08-06/1569

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

Customer Account Number CX118698
Bill Number CX118698-075
Bill Date 14 Nov 2014
Payment Due 26 Nov 2014
Bill Period 01 Oct 2014 - 31 Oct 2014
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance	£	17.26
Payments received with thanks	- £	17.26 cr

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

Account charges and credits	+ £	3.78
Telephone	+ £	12.26

Total new charges	= £	16.04
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VAT @20%	+ £	3.21
Total charges	= £	19.25

TOTAL NOW DUE	=	£ 19.25
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This bill is for information only. Your payment will be collected on or after 26 Nov 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 22 Oct 14	+	£	17.26 cr
TOTAL PAYMENTS	=	£	17.26 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 14 - 30 Nov 14)	+	£ 8.94
Caller Display	(01 Nov 14 - 30 Nov 14)	+	£ 1.49
Number Withheld	(01 Nov 14 - 30 Nov 14)	+	£ 0.00
Call charges		+	£ 1.825
		=	£ 12.26

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	15	0:31:42	£0.000
National voice call	22	2:13:52	£0.000
UK mobile voice call	6	0:09:45	£1.825
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:07:14	£0.000
Totals	45	3:02:33	£1.825

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
02 Oct	12:15	01322867293	swanley	0:00:02	free
02 Oct	19:30	07814379767	uk: orange mobile	0:00:02	£0.169
02 Oct	19:59	07814379767	uk: orange mobile	0:07:19	£0.808
02 Oct	20:12	01288321488	local	0:00:36	free
04 Oct	09:10	03456100100	special service	0:02:05	free
04 Oct	10:41	01793748283	swindon	0:01:30	free
04 Oct	13:01	01409259444	local	0:00:07	free
06 Oct	14:14	01409253692	local	0:02:26	free
06 Oct	15:03	01409253014	local	0:01:34	free
06 Oct	15:05	01237432119	local	0:00:24	free
09 Oct	13:31	03448928979	special service	0:05:09	free
13 Oct	17:19	01793748283	swindon	0:01:19	free
14 Oct	12:15	01322867293	swanley	0:00:04	free
15 Oct	17:07	01322867293	swanley	0:10:27	free
17 Oct	16:08	01872211780	truro	0:00:05	free
17 Oct	16:08	01872211780	truro	0:00:11	free
17 Oct	16:10	01872211780	truro	0:11:52	free
17 Oct	18:06	01285712656	cirencester	0:13:17	free
18 Oct	12:32	01872211780	truro	0:17:34	free
18 Oct	12:59	01872211780	truro	0:05:44	free
18 Oct	13:19	01872211780	truro	0:03:03	free
18 Oct	17:27	01872211780	truro	0:11:47	free
20 Oct	12:50	01288350627	local	0:05:43	free
20 Oct	12:57	01271335041	barnstaple	0:00:05	free
20 Oct	12:57	01409253280	local	0:02:12	free
20 Oct	13:01	01288350627	local	0:00:31	free
20 Oct	14:22	01271335041	barnstaple	0:01:46	free
22 Oct	10:00	01793748283	swindon	0:10:59	free
22 Oct	12:47	01322867293	swanley	0:00:02	free
23 Oct	15:35	01793748283	swindon	0:00:10	free
24 Oct	11:39	01322867293	swanley	0:00:02	free
24 Oct	11:51	01288321488	local	0:00:49	free
24 Oct	11:58	01409259444	local	0:00:19	free
24 Oct	18:42	01793748283	swindon	0:04:35	free
25 Oct	18:32	07715461121	uk: o2 mobile	0:00:04	£0.170
25 Oct	18:33	07896966308	uk: orange mobile	0:00:05	£0.169
25 Oct	18:33	07715461121	uk: o2 mobile	0:00:26	£0.170
25 Oct	19:48	01805601847	local	0:10:14	free
26 Oct	10:14	01288321488	local	0:00:59	free
26 Oct	10:16	01805601847	local	0:03:14	free
26 Oct	10:20	07814379767	uk: orange mobile	0:01:49	£0.339
27 Oct	15:24	01322867293	swanley	0:16:23	free
28 Oct	14:36	01409253381	local	0:00:58	free
29 Oct	12:34	01409478040	local	0:01:36	free
30 Oct	12:21	01752897923	plymouth	0:22:55	free
				Total :	£1.825

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	0:09:10	£1.316
07715461121	mobile	uk: o2 mobile	2	0:00:30	£0.340
07896966308	mobile	uk: orange mobile	1	0:00:05	£0.169
01409253381	local	local	1	0:00:58	£0.000
01409253280	local	local	1	0:02:12	£0.000

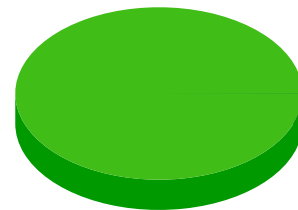
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:07:19	£0.808

Your Longest Call		
Number called	Duration	Total cost
01752897923	0:22:55	£0.000

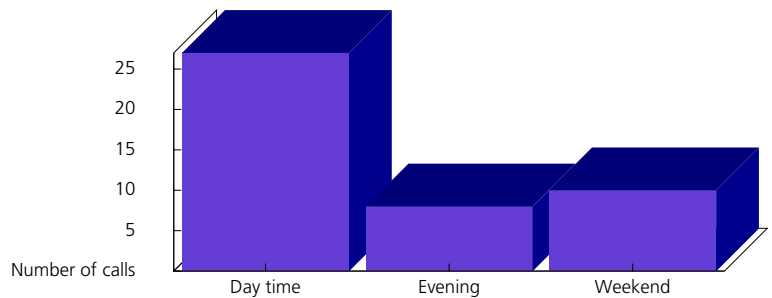
Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.825	100.0
international call	£0.000	0.0
non-geographic	£0.000	0.0

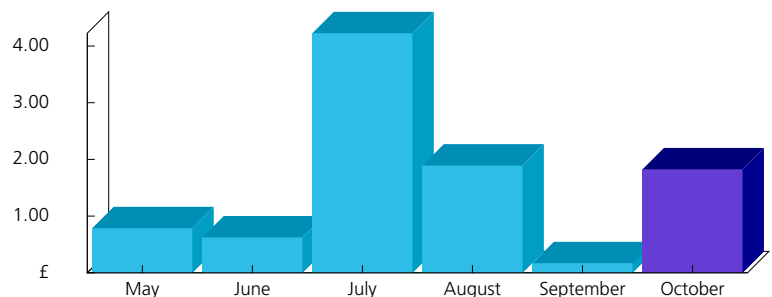
■ Local
■ National
■ Mobile
■ International
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	27	60.0
Evening	8	17.8
Weekend	10	22.2



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
May	£0.787	8.3
June	£0.624	6.6
July	£4.226	44.4
August	£1.892	19.9
September	£0.169	1.8
October	£1.825	19.2



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>								
<small>Name and full postal address of your Bank or Building Society</small>	<small>Originator's Identification Number</small>							
To: The Manager <small>Bank/Building Society</small>	<table border="1" style="width: 100%;"><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	<small>Reference</small>	<table border="1" style="width: 100%;"><tr><td style="text-align: center;">CX118698</td></tr></table>	CX118698					
CX118698								
Postcode	<small>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.</small>							
<small>Name(s) of Account Holder(s)</small>	<small>Signature(s)</small>							
<small>Branch Sort Code</small>	<small>Date</small>							
<small>Bank/Building Society account number</small>								
<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.