

FD/MLL 08-06 \ 19

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

Customer Account Number CX118698
Bill Number CX118698-099
Bill Date 10 Nov 2016
Payment Due 24 Nov 2016
Bill Period 01 Oct 2016 - 31 Oct 2016
VAT Registration Number GB 867 2447 91

Page 1 of 5

Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	22.74
Payments received with thanks	-	£	22.74 cr

Outstanding balance	=	£	0.00
----------------------------	---	---	-------------

New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	12.76

Total new charges	=	£	16.54
--------------------------	---	---	--------------

VAT @20%	+	£	3.31
----------	---	---	------

Total charges	=	£	19.85
----------------------	---	---	--------------

TOTAL NOW DUE	=	£	19.85
----------------------	---	----------	--------------

This bill is for information only. Your payment will be collected on or after 24 Nov 2016

**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 26 Oct 16	+	£	22.74 cr
TOTAL PAYMENTS	=	£	22.74 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 16 - 30 Nov 16)	+	£ 8.94
Caller Display	(01 Nov 16 - 30 Nov 16)	+	£ 1.49
Number Withheld	(01 Nov 16 - 30 Nov 16)	+	£ 0.00
Call charges		+	£ 2.333
		=	£ 12.76

FD/MLA 08-06 \ 19

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	16	0:24:54	£0.000
National voice call	8	1:02:56	£0.000
UK mobile voice call	3	0:18:25	£2.333
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:04:13	£0.000
Totals	29	1:50:28	£2.333

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Oct	10:17	01409253477	local	0:00:43	free
02 Oct	10:07	01409253941	local	0:00:56	free
04 Oct	10:14	01409253962	local	0:00:24	free
04 Oct	10:15	01409253692	local	0:01:57	free
04 Oct	14:54	01793748283	swindon	0:00:04	free
04 Oct	18:12	01793748283	swindon	0:02:49	free
08 Oct	20:05	01409253941	local	0:00:33	free
10 Oct	12:02	07814379767	uk: orange mobile	0:04:30	£0.730
10 Oct	12:08	01322867293	swanley	0:46:00	free
13 Oct	14:04	01637851186	newquay	0:00:18	free
13 Oct	14:06	01637872334	newquay	0:09:18	free
13 Oct	15:52	01288361680	local	0:01:54	free
15 Oct	19:23	01409253475	local	0:01:42	free
20 Oct	13:31	07814379767	uk: orange mobile	0:01:34	£0.339
22 Oct	09:44	01793748283	swindon	0:04:19	free
24 Oct	12:36	01409413444	local	0:01:05	free
24 Oct	12:37	03456098856	special service	0:00:56	free
24 Oct	12:40	0183755700	local	0:10:11	free
24 Oct	20:09	07814379767	uk: orange mobile	0:12:21	£1.264
25 Oct	11:28	0183755700	local	0:00:07	free
25 Oct	11:28	0183755700	local	0:02:04	free
25 Oct	16:55	0183755700	local	0:01:17	free
26 Oct	10:05	01409254546	local	0:00:05	free
26 Oct	11:33	01409254546	local	0:00:05	free
26 Oct	11:36	01322867293	swanley	0:00:05	free
26 Oct	13:51	01409253941	local	0:01:10	free
26 Oct	14:29	01322867293	swanley	0:00:03	free
27 Oct	09:21	01837851271	local	0:00:41	free
30 Oct	15:40	03456100100	special service	0:03:17	free
				Total :	£2.333

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	0:18:25	£2.333
01409253962	local	local	1	0:00:24	£0.000
01409253941	local	local	3	0:02:39	£0.000
01409253692	local	local	1	0:01:57	£0.000
01409253477	local	local	1	0:00:43	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:12:21	£1.264

Your Longest Call

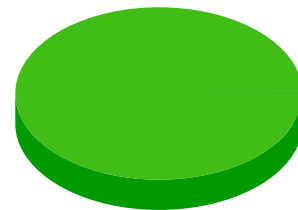
Number called	Duration	Total cost
01322867293	0:46:00	£0.000

Your Calling Patterns:

Total Cost of Calls

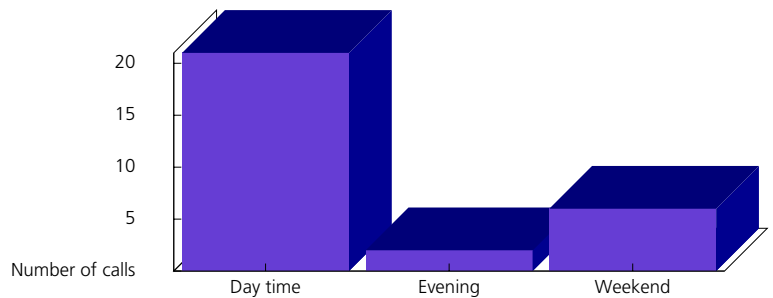
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£2.333	100.0
international call	£0.000	0.0
non-geographic	£0.000	0.0

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



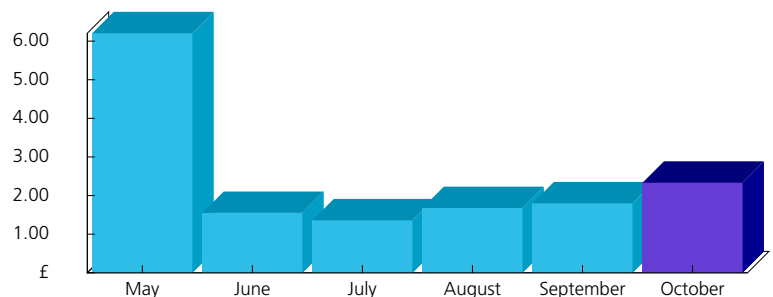
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	21	72.4
Evening	2	6.9
Weekend	6	20.7



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
May	£6.205	41.6
June	£1.551	10.4
July	£1.359	9.1
August	£1.677	11.2
September	£1.799	12.1
October	£2.333	15.6



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**

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

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>	8 3 6 6 6 4	
Address	Reference	
	CX118698	
	Instruction for your Bank of Building Society	
<small>Postcode</small>	<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>		

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.