

FD/ML/08-06/1565

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

Customer Account Number CX118698
Bill Number CX118698-050
Bill Date 10 Oct 2012
Payment Due 24 Oct 2012
Bill Period 01 Sep 2012 - 30 Sep 2012
VAT Registration Number GB 867 2447 91

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Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance		£	21.43
Payments received with thanks	-	£	21.43 cr

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

Account charges and credits	+	£	3.78
Telephone	+	£	12.18

Total new charges	=	£	15.96
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VAT @20%	+	£	3.19
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Total charges	=	£	19.15
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TOTAL NOW DUE	=	£	19.15
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This bill is for information only. Your payment will be collected on or after 24 Oct 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 Sep 12	+	£	21.43 cr
TOTAL PAYMENTS	=	£	21.43 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 Oct 12 - 31 Oct 12)	+	£ 8.94
Caller Display	(01 Oct 12 - 31 Oct 12)	+	£ 1.49
Number Withheld	(01 Oct 12 - 31 Oct 12)	+	£ 0.00
Call charges		+	£ 1.754
		=	£ 12.18

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Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	5	0:10:17	£0.000
National voice call	13	4:00:21	£0.000
UK mobile voice call	2	0:00:32	£0.423
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:31:13	£1.331
Totals	23	4:42:23	£1.754

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
02 Sep	13:09	01837851271	local	0:00:23	free
07 Sep	15:04	01208880336	bodmin	0:00:50	free
07 Sep	16:26	08456038888	uk: local rate	0:09:55	£0.421
07 Sep	16:46	08456100100	uk: local rate	0:10:18	£0.455
07 Sep	17:03	08456038888	uk: local rate	0:11:00	£0.455
13 Sep	09:57	01322867293	swanley	0:00:04	free
14 Sep	12:37	01322867293	swanley	0:23:06	free
14 Sep	13:07	01409253962	local	0:04:00	free
14 Sep	14:27	01769560515	south molton	0:06:44	free
21 Sep	11:04	01395266916	budleigh salterton	0:11:32	free
23 Sep	15:07	01793748283	swindon	0:16:19	free
25 Sep	12:09	01288355994	local	0:02:15	free
26 Sep	10:23	01322867293	swanley	0:31:10	free
27 Sep	09:40	01409253692	local	0:02:36	free
28 Sep	16:48	01793748283	swindon	0:00:08	free
28 Sep	16:56	01793748283	swindon	0:00:06	free
28 Sep	16:57	07715461121	uk: o2 mobile	0:00:06	£0.215
28 Sep	16:58	07814379767	uk: orange mobile	0:00:26	£0.208
28 Sep	16:59	01793748283	swindon	0:47:09	free
28 Sep	20:43	01409253475	local	0:01:03	free
29 Sep	15:44	01793748283	swindon	0:00:09	free
29 Sep	16:32	01793748283	swindon	1:07:57	free
30 Sep	17:17	01793748283	swindon	0:35:07	free
				Total :	£1.754

Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
08456038888	non-geographic	uk: local rate	2	0:20:55	£0.876
08456100100	non-geographic	uk: local rate	1	0:10:18	£0.455
07715461121	mobile	uk: o2 mobile	1	0:00:06	£0.215
07814379767	mobile	uk: orange mobile	1	0:00:26	£0.208
01837851271	local	local	1	0:00:23	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
08456100100	0:10:18	£0.455

Your Longest Call

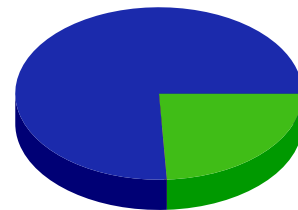
Number called	Duration	Total cost
01793748283	1:07:57	£0.000

Your Calling Patterns:

Total Cost of Calls

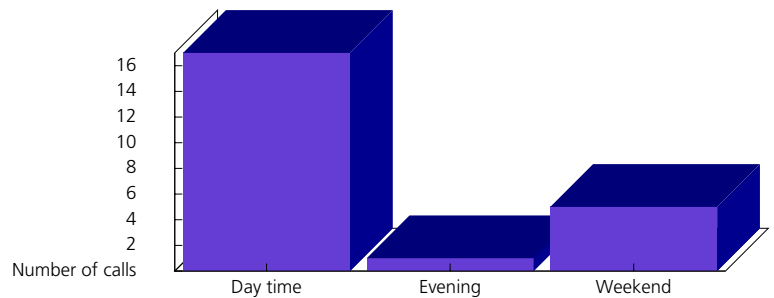
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.423	24.1
international call	£0.000	0.0
non-geographic	£1.331	75.9

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



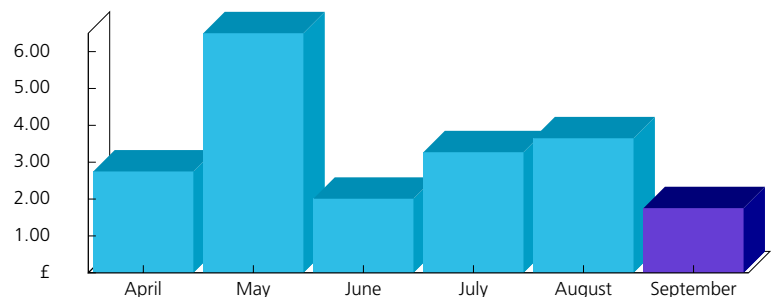
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	17	73.9
Evening	1	4.3
Weekend	5	21.7



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
April	£2.749	13.8
May	£6.499	32.6
June	£2.009	10.1
July	£3.271	16.4
August	£3.649	18.3
September	£1.754	8.8



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 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).

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Registered office: 19 South Audley Street, London, W1K 2NU.

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**

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

<p>Name and full postal address of your Bank or Building Society</p> <p>To: The Manager Bank/Building Society</p> <p>Address</p> <p>Postcode</p> <p>Name(s) of Account Holder(s)</p> <p>Branch Sort Code</p> <p>Bank/Building Society account number</p>	<p>Originator's Identification Number</p> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="width: 20px;">8</td> <td style="width: 20px;">3</td> <td style="width: 20px;">6</td> <td style="width: 20px;">6</td> <td style="width: 20px;">6</td> <td style="width: 20px;">4</td> </tr> </table> <p>Reference</p> <p style="text-align: center; font-weight: bold; font-size: 1.2em;">CX118698</p> <p style="font-size: x-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.</p> <p>Signature(s)</p> <p>Date</p>	8	3	6	6	6	4
8	3	6	6	6	4		

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.