

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

Customer Account Number CX118698
Bill Number CX118698-086
Bill Date 16 Oct 2015
Payment Due 29 Oct 2015
Bill Period 01 Sep 2015 - 30 Sep 2015
VAT Registration Number GB 867 2447 91

Page 1 of 5

Dear Mr. Winchurst

Your Telephone Bill

Summary

Previous balance	£	29.95
We did not receive your payment this month	£	0.00

Outstanding balance	= £	29.95
----------------------------	-----	--------------

New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	12.52

Total new charges	=	£	16.30
--------------------------	---	---	--------------

VAT @20%	+	£	3.26
----------	---	---	------

Total charges	=	£	19.56
----------------------	---	---	--------------

TOTAL NOW DUE	=	£	49.51
----------------------	---	----------	--------------

This bill is for information only. Your payment will be collected on or after 29 Oct 2015

First Telecom Price Change Notification: Calling Service Numbers

Telephone numbers starting 08, 09 and 118 are called 'service numbers'. You might use them to make phone calls to organisations such as banks, travel services, government departments, or even to vote in TV shows. Since 1 July 2015, the regulator Ofcom has changed the way these numbers are charged for. The changes are designed to make the cost of calls clearer.

Calls to 084, 087, 09 and 118 Numbers

Numbers beginning 084 and 087 are general service numbers for contacting organisations. Those beginning 09 are 'premium rate' service numbers; while those beginning 118 are directory enquiry numbers. Since 1 July 2015, the cost of calling any of these numbers has been split into two parts: The access charge: This is what we charge you, per minute, for connecting the call. Our access charge for all service number calls is now 10ppm, plus VAT (12ppm inc VAT). The service charge: This is the rest of the call charge. The organisation you are calling decides the service charge, and must communicate it. For example, if the service charge was 20p per minute, the organisation you are calling might say: "Calls cost 20p per minute, plus your phone company's access charge." By adding together the access charge and the service charge, you will know exactly what the call will cost you.

Customers Using 084 Dial-Code Prefixes for Cheap International Calls

Since July 1, calls from landlines to numbers starting 0844 or 0845, including your First Telecom phone, will have a Service Charge of 12ppm inc VAT. For customers wishing to continue using these services, we recommend that you make these calls from a mobile phone where there will usually be no access charge to call these numbers. Please check with your mobile phone provider for more information.

Find out more

All of these changes apply across every UK landline - not just your First Telecom phone. To find out more, visit ukcalling.info.

Payments

Payments

Direct Debit payment - received 30 Sep 15	+	£	29.95	cr
Direct Debit payment - failed 30 Sep 15	-	£	29.95	

TOTAL PAYMENTS	=	£	0.00
-----------------------	---	----------	-------------

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 15 - 31 Oct 15)	+	£	8.94
Caller Display	(01 Oct 15 - 31 Oct 15)	+	£	1.49
Number Withheld	(01 Oct 15 - 31 Oct 15)	+	£	0.00

Call charges	+	£	2.094
--------------	---	---	-------

	=	£	12.52
--	---	----------	--------------

FDMLV 08-06 \ 586

Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	8	0:12:14	£0.000
National voice call	11	0:51:52	£0.000
UK mobile voice call	3	0:05:37	£1.244
International voice call	0	0:00:00	£0.000
Non-geographic voice call	1	0:04:02	£0.850
Totals	23	1:13:45	£2.094

New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
02 Sep	12:59	01288331216	local	0:07:23	free
03 Sep	11:53	01409253822	local	0:00:55	free
03 Sep	11:56	01409253990	local	0:00:48	free
06 Sep	10:15	01409253941	local	0:00:33	free
08 Sep	09:59	01322867293	swanley	0:00:02	free
08 Sep	15:58	01322867293	swanley	0:15:25	free
10 Sep	14:47	08448440254	service call - sc0	0:04:02	£0.850
13 Sep	12:42	01409253941	local	0:00:19	free
21 Sep	17:00	07814379767	uk: orange mobile	0:05:19	£0.860
23 Sep	09:10	01793748283	swindon	0:00:04	free
23 Sep	09:38	01793748283	swindon	0:00:10	free
23 Sep	09:39	07715461121	uk: o2 mobile	0:00:09	£0.215
23 Sep	12:02	01926320701	leamington spa	0:14:58	free
24 Sep	09:19	01409253477	local	0:00:01	free
24 Sep	09:23	01409253783	local	0:00:38	free
24 Sep	10:06	01793748283	swindon	0:00:05	free
24 Sep	12:02	01926320701	leamington spa	0:05:23	free
25 Sep	10:15	01793748283	swindon	0:00:05	free
25 Sep	12:16	01926320701	leamington spa	0:14:18	free
25 Sep	19:29	01793748283	swindon	0:01:00	free
26 Sep	16:49	01793748283	swindon	0:00:22	free
28 Sep	14:11	01409253514	local	0:01:37	free
30 Sep	18:14	07814379767	uk: orange mobile	0:00:09	£0.169
				Total :	£2.094

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	2	0:05:28	£1.029
08448440254	non-geographic	Service Call - SC0	1	0:04:02	£0.850
07715461121	mobile	uk: o2 mobile	1	0:00:09	£0.215
01409253941	local	local	2	0:00:52	£0.000
01409253822	local	local	1	0:00:55	£0.000

Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:05:19	£0.860

Your Longest Call

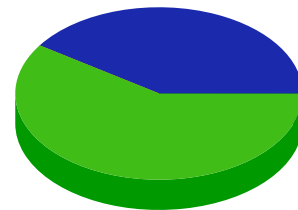
Number called	Duration	Total cost
01322867293	0:15:25	£0.000

Your Calling Patterns:

Total Cost of Calls

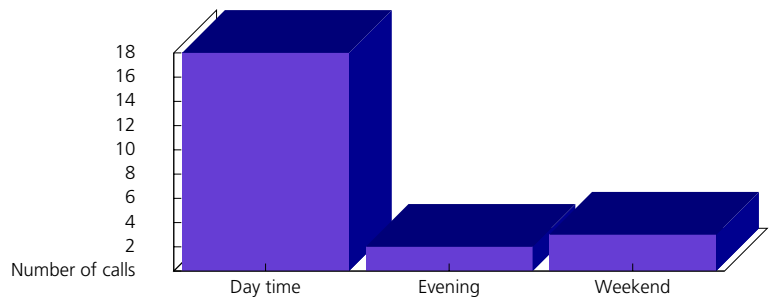
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.244	59.4
international call	£0.000	0.0
non-geographic	£0.850	40.6

Local
National
Mobile
International
Non-Geographic



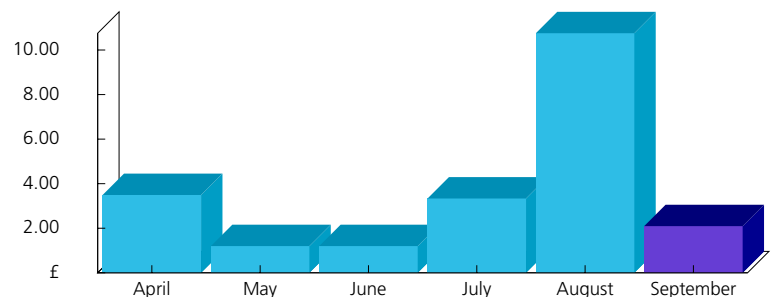
When You Make Your Calls

Time of day	Number of calls	% calls
Day time	18	78.3
Evening	2	8.7
Weekend	3	13.0



Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
April	£3.492	15.8
May	£1.199	5.4
June	£1.199	5.4
July	£3.335	15.1
August	£10.754	48.7
September	£2.094	9.5



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



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

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

Originator's Identification Number

8	3	6	6	6	4
---	---	---	---	---	---

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



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.