

FDMLV 08-06 \ 854

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-057  
**Bill Date** 15 May 2013  
**Payment Due** 28 May 2013  
**Bill Period** 01 Apr 2013 - 30 Apr 2013  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	17.05
Payments received with thanks	-	£	17.05 cr

<b>Outstanding balance</b>	=	£	<b>0.00</b>
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### New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	18.34

<b>Total new charges</b>	=	£	<b>22.12</b>
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VAT @20%	+	£	4.42
<b>Total charges</b>	=	£	<b>26.54</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>26.54</b>
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This bill is for information only. Your payment will be collected on or after 28 May 2013

**We also supply  
cheap electricity  
and gas**

To switch call  
01926 320 700 or  
visit [www.first-utility.com](http://www.first-utility.com)

**first:utility**

## Payments

**Payments**

Direct Debit payment - received 22 Apr 13 + £ 17.05 cr

**TOTAL PAYMENTS** = **£ 17.05 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 May 13 - 31 May 13) + £ 8.94

Caller Display (01 May 13 - 31 May 13) + £ 1.49

Number Withheld (01 May 13 - 31 May 13) + £ 0.00

Call charges + £ 7.907

= **£ 18.34**

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	13	0:16:56	£0.000
National voice call	3	0:11:46	£0.000
UK mobile voice call	3	0:38:53	£5.599
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:27:14	£2.308
<b>Totals</b>	<b>22</b>	<b>1:34:49</b>	<b>£7.907</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
02 Apr	17:09	01409254457	local	0:07:17	free
08 Apr	16:08	01409253294	local	0:00:24	free
08 Apr	16:09	01409253294	local	0:00:05	free
08 Apr	16:10	01409253294	local	0:00:05	free
08 Apr	16:10	01409253294	local	0:00:04	free
08 Apr	16:11	01409253294	local	0:00:05	free
08 Apr	16:14	01409253294	local	0:00:10	free
08 Apr	16:24	01409253294	local	0:00:35	free
12 Apr	10:49	01409253692	local	0:02:06	free
20 Apr	20:20	01409254457	local	0:00:08	free
20 Apr	20:21	01409253291	local	0:00:09	free
21 Apr	09:33	01409254457	local	0:02:28	free
23 Apr	12:17	08448001895	special service	0:09:21	£0.793
23 Apr	17:19	01264392965	andover	0:00:06	free
24 Apr	14:39	08448008877	special service	0:09:17	£0.793
26 Apr	10:49	01793748283	swindon	0:00:07	free
26 Apr	10:50	07715461121	uk: o2 mobile	0:02:17	£0.488
27 Apr	12:48	01322867293	swanley	0:11:33	free
30 Apr	12:54	07814379767	uk: orange mobile	0:36:21	£4.903
30 Apr	13:34	07814379767	uk: orange mobile	0:00:15	£0.208
30 Apr	15:28	08448008877	special service	0:08:36	£0.722
30 Apr	18:05	01409259269	local	0:03:20	free
				<b>Total :</b>	<b>£7.907</b>

## 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	0:36:36	£5.111
08448008877	non-geographic	special service	2	0:17:53	£1.515
08448001895	non-geographic	special service	1	0:09:21	£0.793
07715461121	mobile	uk: o2 mobile	1	0:02:17	£0.488
01409259269	local	local	1	0:03:20	£0.000

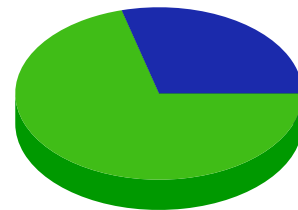
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:36:21	£4.903

Your Longest Call		
Number called	Duration	Total cost
07814379767	0:36:21	£4.903

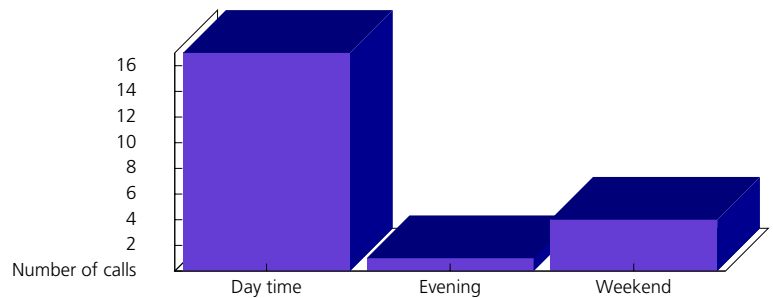
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£5.599	70.8
international call	£0.000	0.0
non-geographic	£2.308	29.2

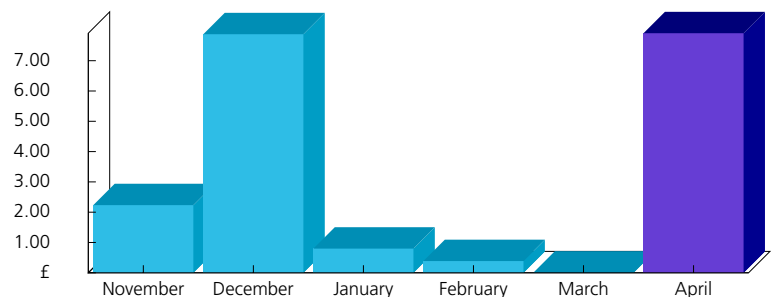
■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	17	77.3
Evening	1	4.5
Weekend	4	18.2



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
November	£2.233	11.6
December	£7.874	41.0
January	£0.798	4.2
February	£0.387	2.0
March	£0.000	0.0
April	£7.907	41.2



## 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](http://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](http://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: Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH, UK

## 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**

Please fill in the form and send to: first:telecom : PO BOX 4360 : Warwick : CV34 9DB

<b>Name and full postal address of your Bank or Building Society</b>		<b>Originator's Identification Number</b>					
To: The Manager Bank/Building Society		8	3	6	6	6	4
Address		<b>Reference</b> CX118698					
Postcode		<b>Instruction for your Bank of Building Society</b> 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.					
<b>Name(s) of Account Holder(s)</b>		<b>Signature(s)</b>					
<b>Branch Sort Code</b>		<b>Date</b>					
<b>Bank/Building Society account number</b>							

### 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.