

FDML\08-06\11956

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-037  
**Bill Date** 12 Sep 2011  
**Payment Due** 20 Sep 2011  
**Bill Period** 01 Aug 2011 - 31 Aug 2011  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	22.26
Payments received with thanks	-	£	22.26 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	+	£	13.88

<b>Total new charges</b>	=	£	<b>17.66</b>
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VAT @20%	+	£	3.53
<b>Total charges</b>	=	£	<b>21.19</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>21.19</b>
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This bill is for information only. Your payment will be collected on or after 20 Sep 2011

**We also supply  
cheap electricity  
and gas**

To switch call  
0845 215 5000 or  
visit [www.first-utility.com](http://www.first-utility.com)

**first:utility**

## Payments

<b>Payments</b>			
Direct Debit payment - received 17 Aug 11	+	£	22.26 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>22.26 cr</b>

## Account Charges and Credits

<b>Account Charges and Credits</b>			
Monthly Package Fee	+	£	3.78
	=	<b>£</b>	<b>3.78</b>

## Telephone Statement

<b>Summary of Charges for 01409254799</b>			
Line rental charge for period	(01 Sep 11 - 30 Sep 11)	+	£ 8.94
Caller Display	(01 Sep 11 - 30 Sep 11)	+	£ 1.49
Number Withheld	(01 Sep 11 - 30 Sep 11)	+	£ 0.00
Call charges		+	£ 3.449
		=	<b>£ 13.88</b>

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	21	0:43:34	£0.000
National voice call	17	1:03:08	£0.000
UK mobile voice call	11	0:04:28	£2.109
International voice call	0	0:00:00	£0.000
Non-geographic voice call	5	0:22:05	£1.340
<b>Totals</b>	<b>54</b>	<b>2:13:15</b>	<b>£3.449</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Aug	16:24	08448710096	special service	0:00:19	£0.150
01 Aug	16:49	01805624329	local	0:02:02	free
02 Aug	12:58	01288381528	local	0:00:29	free
02 Aug	15:17	01409253381	local	0:00:33	free
03 Aug	10:52	01409253158	local	0:01:47	free
05 Aug	12:22	07858568997	uk: o2 mobile	0:00:30	£0.215
05 Aug	15:35	01409271311	local	0:08:50	free
05 Aug	15:44	01271370214	barnstaple	0:01:12	free
06 Aug	10:28	01288381528	local	0:00:15	free
06 Aug	12:32	07814379767	uk: orange mobile	0:00:34	£0.208
07 Aug	19:27	01409253241	local	0:00:04	free
07 Aug	19:29	01793748283	swindon	0:00:12	free
08 Aug	11:39	08444810500	special service	0:01:07	£0.221
08 Aug	11:55	01905754624	worcester	0:00:23	free
08 Aug	11:56	08448929900	special service	0:03:52	£0.196
08 Aug	16:12	01566774999	local	0:01:06	free
08 Aug	18:17	01793748283	swindon	0:08:45	free
08 Aug	20:37	01793748283	swindon	0:09:53	free
09 Aug	17:30	01685845045	merthyr tydfil	0:00:20	free
09 Aug	19:20	01793748283	swindon	0:01:12	free
10 Aug	12:07	07891736352	uk: orange mobile	0:00:03	£0.208
10 Aug	12:12	01274688666	bradford	0:02:59	free
10 Aug	12:19	01409271311	local	0:01:14	free
10 Aug	12:34	01409253418	local	0:01:43	free
10 Aug	12:38	01409254706	local	0:00:06	free
10 Aug	12:38	01805624431	local	0:10:53	free
10 Aug	12:59	01409254985	local	0:02:32	free
10 Aug	13:04	01805624431	local	0:00:54	free
11 Aug	11:19	01685845045	merthyr tydfil	0:00:09	free
11 Aug	12:15	07814379767	uk: orange mobile	0:00:49	£0.208
13 Aug	11:34	01793748283	swindon	0:05:58	free
14 Aug	09:50	01793748283	swindon	0:00:37	free
14 Aug	10:18	01793748283	swindon	0:12:02	free
15 Aug	13:26	01271349180	barnstaple	0:00:37	free
15 Aug	21:12	07855063780	uk: orange mobile	0:00:02	£0.169
16 Aug	12:27	01409253241	local	0:00:42	free
20 Aug	18:24	07794455151	uk: orange mobile	0:00:22	£0.169
21 Aug	18:03	01409253241	local	0:08:04	free
23 Aug	15:51	01428727437	haslemere	0:08:16	free
24 Aug	18:46	07980517027	uk: orange mobile	0:00:02	£0.169
24 Aug	18:47	01409254985	local	0:00:26	free
24 Aug	19:46	07814379767	uk: orange mobile	0:01:55	£0.260
24 Aug	19:58	01793748283	swindon	0:03:29	free
25 Aug	12:30	08453890080	uk: local rate	0:07:04	£0.352
25 Aug	19:25	01793748283	swindon	0:04:02	free
26 Aug	11:16	08453890080	uk: local rate	0:09:43	£0.421
31 Aug	10:43	01409253241	local	0:00:12	free
31 Aug	13:14	01409253514	local	0:00:30	free
31 Aug	16:17	07772304209	uk: orange mobile	0:00:04	£0.208
31 Aug	17:15	01793748283	swindon	0:03:02	free
31 Aug	17:22	01409253241	local	0:00:37	free
31 Aug	17:26	07858568997	uk: o2 mobile	0:00:06	£0.215
31 Aug	17:29	01409253241	local	0:00:35	free
31 Aug	17:32	07814379767	uk: orange mobile	0:00:01	£0.080
<b>Total :</b>				<b>£3.449</b>	

## Information About Your Calls From Telephone Number: 01409254799

Top 5 Numbers Called					
Number called	Type	Destination	Number of calls	Duration	Total cost
08453890080	non-geographic	uk: local rate	2	0:16:47	£0.773
07814379767	mobile	uk: orange mobile	4	0:03:19	£0.756
07858568997	mobile	uk: o2 mobile	2	0:00:36	£0.430
08444810500	non-geographic	special service	1	0:01:07	£0.221
07772304209	mobile	uk: orange mobile	1	0:00:04	£0.208

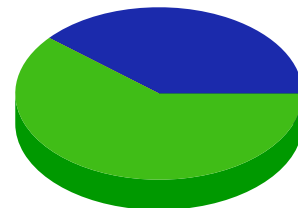
Your Most Expensive Call		
Number called	Duration	Total cost
08453890080	0:09:43	£0.421

Your Longest Call		
Number called	Duration	Total cost
01793748283	0:12:02	£0.000

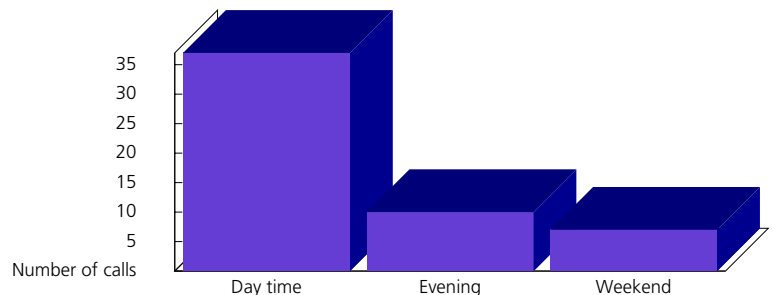
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£2.109	61.2
international call	£0.000	0.0
non-geographic	£1.340	38.9

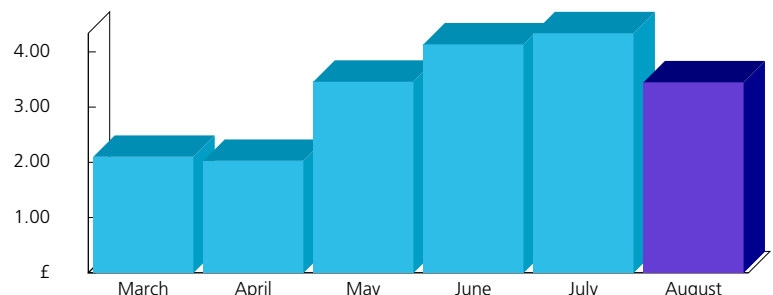
■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	37	68.5
Evening	10	18.5
Weekend	7	13.0



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
March	£2.100	10.8
April	£2.027	10.4
May	£3.460	17.7
June	£4.136	21.2
July	£4.338	22.2
August	£3.449	17.7



## Contacting us:



### By phone:

Customer service: **0845 215 1640**  
Credit control: **0845 215 3851**  
Business support: **0845 215 3895**



### 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: 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**

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  
Postcode  
Name(s) of Account Holder(s)

Originator's Identification Number

8	3	6	6	6	4
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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.

Branch Sort Code

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Bank/Building Society account number

--	--	--	--	--	--	--	--

Signature(s)

Date

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.