

FD/MLA 08-06 \ 12

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-049  
**Bill Date** 12 Sep 2012  
**Payment Due** 24 Sep 2012  
**Bill Period** 01 Aug 2012 - 31 Aug 2012  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	20.98
Payments received with thanks	-	£	20.98 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	+	£	14.08

<b>Total new charges</b>	=	£	<b>17.86</b>
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VAT @20%	+	£	3.57
<b>Total charges</b>	=	£	<b>21.43</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>21.43</b>
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This bill is for information only. Your payment will be collected on or after 24 Sep 2012

**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

**Payments**

Direct Debit payment - received 24 Aug 12 + £ 20.98 cr

**TOTAL PAYMENTS = £ 20.98 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 Sep 12 - 30 Sep 12) + £ 8.94  
Caller Display (01 Sep 12 - 30 Sep 12) + £ 1.49  
Number Withheld (01 Sep 12 - 30 Sep 12) + £ 0.00

Call charges + £ 3.649

**= £ 14.08**

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	9	0:06:10	£0.000
National voice call	19	2:13:54	£0.000
UK mobile voice call	5	0:12:58	£2.384
International voice call	0	0:00:00	£0.000
Non-geographic voice call	4	0:16:27	£1.265
<b>Totals</b>	<b>37</b>	<b>2:49:29</b>	<b>£3.649</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Aug	11:06	01428620032	haslemere	0:04:46	free
01 Aug	13:56	01428620032	haslemere	0:04:49	free
01 Aug	14:03	01428620032	haslemere	0:02:30	free
03 Aug	15:53	01409254019	local	0:00:06	free
04 Aug	10:30	01409254019	local	0:00:31	free
06 Aug	10:25	01837851271	local	0:00:09	free
07 Aug	10:04	01322867293	swanley	0:24:39	free
07 Aug	11:11	07762205632	uk: o2 mobile	0:02:57	£0.488
11 Aug	09:49	07713358610	uk: o2 mobile	0:01:41	£0.351
11 Aug	11:07	01322867293	swanley	0:07:42	free
11 Aug	11:16	01409253822	local	0:01:09	free
11 Aug	11:19	01793748283	swindon	0:04:10	free
11 Aug	14:59	01793748283	swindon	0:22:22	free
13 Aug	12:59	07585962454	uk: vodafone	0:01:33	£0.339
13 Aug	16:30	01793748283	swindon	0:00:07	free
13 Aug	16:31	07715461121	uk: o2 mobile	0:00:23	£0.215
16 Aug	09:26	08450728899	uk: local rate	0:04:32	£0.250
16 Aug	10:11	01793748283	swindon	0:00:55	free
16 Aug	13:47	01793748283	swindon	0:00:47	free
16 Aug	15:08	01793748283	swindon	0:01:20	free
17 Aug	16:55	01793748283	swindon	0:13:53	free
17 Aug	17:10	01793748283	swindon	0:00:09	free
17 Aug	17:10	01793748283	swindon	0:00:04	free
17 Aug	17:23	01409253822	local	0:01:17	free
18 Aug	09:05	01409241355	local	0:00:08	free
18 Aug	09:05	01409253475	local	0:01:07	free
18 Aug	16:18	01322867293	swanley	0:00:04	free
19 Aug	18:57	01793748283	swindon	0:08:03	free
20 Aug	19:48	01793748283	swindon	0:21:48	free
21 Aug	12:13	07814379767	uk: orange mobile	0:06:24	£0.991
24 Aug	14:02	01805624431	local	0:00:23	free
28 Aug	11:32	01409261637	local	0:01:20	free
28 Aug	11:35	08448440254	special service	0:03:00	£0.293
28 Aug	11:39	01322867293	swanley	0:04:23	free
28 Aug	17:08	08456100100	uk: local rate	0:03:21	£0.215
28 Aug	19:02	01322867293	swanley	0:11:23	free
31 Aug	09:31	08448440254	special service	0:05:34	£0.507
				<b>Total :</b>	<b>£3.649</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	1	0:06:24	£0.991
08448440254	non-geographic	special service	2	0:08:34	£0.800
07762205632	mobile	uk: o2 mobile	1	0:02:57	£0.488
07713358610	mobile	uk: o2 mobile	1	0:01:41	£0.351
07585962454	mobile	uk: Vodafone	1	0:01:33	£0.339

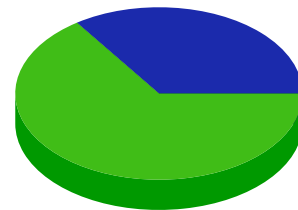
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:06:24	£0.991

Your Longest Call		
Number called	Duration	Total cost
01322867293	0:24:39	£0.000

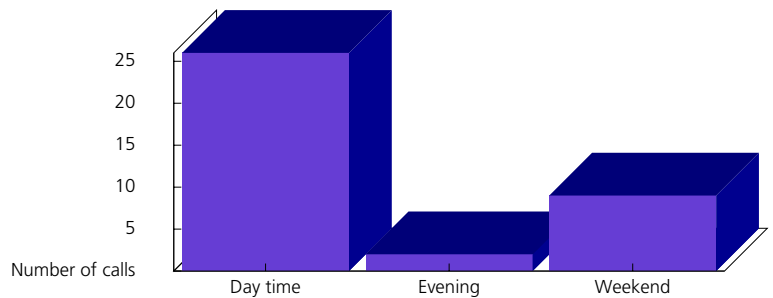
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£2.384	65.3
international call	£0.000	0.0
non-geographic	£1.265	34.7

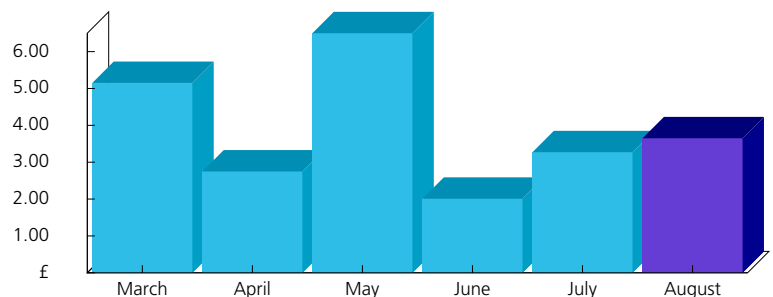
■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	26	70.3
Evening	2	5.4
Weekend	9	24.3



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
March	£5.150	22.1
April	£2.749	11.8
May	£6.499	27.9
June	£2.009	8.6
July	£3.271	14.0
August	£3.649	15.6



## 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](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

**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.