

FD/ML/08-06/1820

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-061  
**Bill Date** 13 Sep 2013  
**Payment Due** 26 Sep 2013  
**Bill Period** 01 Aug 2013 - 31 Aug 2013  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	30.79
Payments received with thanks	-	£	30.79 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	+	£	13.44

<b>Total new charges</b>	=	£	<b>17.22</b>
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VAT @20%	+	£	3.44
<b>Total charges</b>	=	£	<b>20.66</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>20.66</b>
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This bill is for information only. Your payment will be collected on or after 26 Sep 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 23 Aug 13 + £ 30.79 cr

**TOTAL PAYMENTS** = **£ 30.79 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 13 - 30 Sep 13) + £ 8.94

Caller Display (01 Sep 13 - 30 Sep 13) + £ 1.49

Number Withheld (01 Sep 13 - 30 Sep 13) + £ 0.00

Call charges + £ 3.006

= **£ 13.44**

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	9	0:15:27	£0.000
National voice call	12	1:22:39	£0.000
UK mobile voice call	3	0:08:12	£1.211
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:37:48	£1.795
<b>Totals</b>	<b>27</b>	<b>2:24:06</b>	<b>£3.006</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
01 Aug	11:31	01579320218	liskeard	0:06:18	free
01 Aug	15:28	01579320218	liskeard	0:15:08	free
03 Aug	10:34	01209821881	redruth	0:00:09	free
03 Aug	10:34	01409413444	local	0:00:05	free
05 Aug	16:04	01209821881	redruth	0:02:29	free
06 Aug	14:01	01285712656	cirencester	0:00:28	free
07 Aug	09:55	01409255478	local	0:02:55	free
08 Aug	11:30	01837650970	local	0:02:40	free
08 Aug	20:30	01285712656	cirencester	0:17:52	free
09 Aug	09:59	01285712656	cirencester	0:33:47	free
09 Aug	20:52	01409255460	local	0:02:25	free
09 Aug	20:57	01285712656	cirencester	0:02:13	free
10 Aug	13:45	01409259111	local	0:00:16	free
14 Aug	10:47	08458458887	uk: local rate	0:12:26	£0.524
17 Aug	15:45	01793748283	swindon	0:01:14	free
17 Aug	16:06	01793748283	swindon	0:02:22	free
20 Aug	14:48	01409253900	local	0:00:40	free
21 Aug	19:41	07814379767	uk: orange mobile	0:05:00	£0.534
22 Aug	19:48	01322867293	swanley	0:00:25	free
23 Aug	11:30	07814379767	uk: orange mobile	0:03:00	£0.469
23 Aug	15:15	01409253514	local	0:00:36	free
25 Aug	14:08	01793748283	swindon	0:00:14	free
26 Aug	16:12	07891327801	uk: orange mobile	0:00:12	£0.208
27 Aug	10:52	01409253692	local	0:02:20	free
27 Aug	14:05	08445731818	special service	0:05:47	£0.507
30 Aug	11:02	01409253692	local	0:03:30	free
30 Aug	13:17	08456100100	uk: local rate	0:19:35	£0.764
				<b>Total :</b>	<b>£3.006</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	0:08:00	£1.003
08456100100	non-geographic	uk: local rate	1	0:19:35	£0.764
08458458887	non-geographic	uk: local rate	1	0:12:26	£0.524
08445731818	non-geographic	special service	1	0:05:47	£0.507
07891327801	mobile	uk: orange mobile	1	0:00:12	£0.208

### Your Most Expensive Call

Number called	Duration	Total cost
08456100100	0:19:35	£0.764

### Your Longest Call

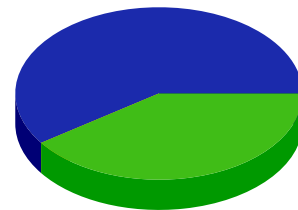
Number called	Duration	Total cost
01285712656	0:33:47	£0.000

## Your Calling Patterns:

### Total Cost of Calls

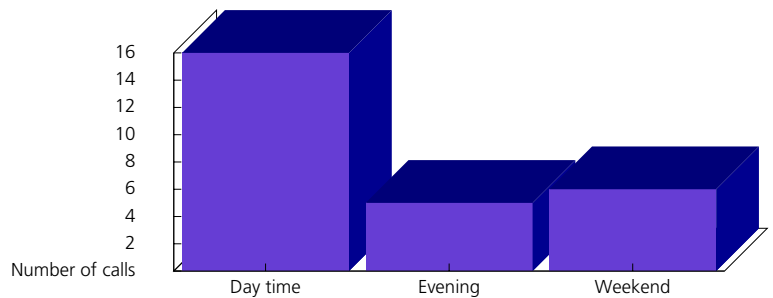
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.211	40.3
international call	£0.000	0.0
non-geographic	£1.795	59.7

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



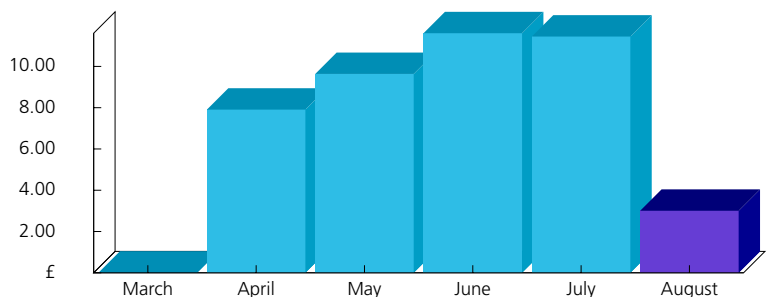
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	16	59.3
Evening	5	18.5
Weekend	6	22.2



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
March	£0.000	0.0
April	£7.907	18.1
May	£9.635	22.1
June	£11.609	26.6
July	£11.448	26.3
August	£3.006	6.9



## 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).

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

**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><b>Name and full postal address of your Bank or Building Society</b></p> <p>To: The Manager <span style="float: right; font-size: x-small;">Bank/Building Society</span></p> <p>Address</p> <p>Postcode</p> <p><b>Name(s) of Account Holder(s)</b></p> <p><b>Branch Sort Code</b></p> <p><b>Bank/Building Society account number</b></p>	<p><b>Originator's Identification Number</b></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><b>Reference</b></p> <p style="text-align: center; font-weight: bold; font-size: 1.2em;">CX118698</p> <p><b>Instruction for your Bank of Building Society</b> <small>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.</small></p> <p><b>Signature(s)</b></p> <p><b>Date</b></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.