

FD/ML/08-06/1566

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-073  
**Bill Date** 12 Sep 2014  
**Payment Due** 23 Sep 2014  
**Bill Period** 01 Aug 2014 - 31 Aug 2014  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

Summary			
Previous balance		£	22.13
Payments received with thanks	-	£	22.13 cr
<b>Outstanding balance</b>		=	£ <b>0.00</b>
New Charges (Payment Type: Direct Debit)			
Account charges and credits	+	£	3.78
Telephone	+	£	12.32
<b>Total new charges</b>		=	£ <b>16.10</b>
	VAT @20%	+	£ 3.22
<b>Total charges</b>		=	£ <b>19.32</b>
<b>TOTAL NOW DUE</b>		=	<b>£ 19.32</b>

This bill is for information only. Your payment will be collected on or after 23 Sep 2014

**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 20 Aug 14	+	£	22.13 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>22.13 cr</b>

## Account Charges and Credits

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

## Telephone Statement

Summary of Charges for 01409254799			
Line rental charge for period	(01 Sep 14 - 30 Sep 14)	+	£ 8.94
Caller Display	(01 Sep 14 - 30 Sep 14)	+	£ 1.49
Number Withheld	(01 Sep 14 - 30 Sep 14)	+	£ 0.00
Call charges		+	£ 1.892
		=	<b>£ 12.32</b>

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	5	0:13:21	£0.000
National voice call	5	0:47:17	£0.000
UK mobile voice call	1	0:01:15	£0.339
International voice call	0	0:00:00	£0.000
Non-geographic voice call	9	2:47:00	£1.553
<b>Totals</b>	<b>20</b>	<b>3:48:53</b>	<b>£1.892</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
01 Aug	12:30	01409254298	local	0:00:35	free
01 Aug	13:17	01409254298	local	0:01:02	free
01 Aug	18:22	03457345345	special service	0:15:40	free
02 Aug	12:33	03457345345	special service	0:35:36	free
04 Aug	13:34	03456100242	special service	0:00:44	free
04 Aug	13:47	03456100100	special service	0:12:55	free
08 Aug	12:42	01271335041	barnstaple	0:06:11	free
11 Aug	12:05	03456100100	special service	0:13:33	free
11 Aug	12:46	03456100100	special service	0:12:25	free
13 Aug	11:03	01706902000	rochdale	0:14:03	free
14 Aug	10:30	01322867293	swanley	0:00:02	free
14 Aug	14:04	08456010410	uk: local rate	0:42:47	£1.553
14 Aug	16:29	01926320701	leamington spa	0:26:20	free
18 Aug	12:08	03448090222	special service	0:17:41	free
22 Aug	10:19	07814379767	uk: orange mobile	0:01:15	£0.339
23 Aug	11:52	01237432119	local	0:03:30	free
24 Aug	13:54	01237432119	local	0:05:42	free
28 Aug	11:50	03448090222	special service	0:15:39	free
30 Aug	15:20	01237432119	local	0:02:32	free
31 Aug	21:00	01793748283	swindon	0:00:41	free
				<b>Total :</b>	<b>£1.892</b>

## Information About Your Calls From Telephone Number: 01409254799

### Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
08456010410	non-geographic	uk: local rate	1	0:42:47	£1.553
07814379767	mobile	uk: orange mobile	1	0:01:15	£0.339
01706902000	national	rochdale	1	0:14:03	£0.000
01926320701	national	leamington spa	1	0:26:20	£0.000
01271335041	national	barnstaple	1	0:06:11	£0.000

### Your Most Expensive Call

Number called	Duration	Total cost
08456010410	0:42:47	£1.553

### Your Longest Call

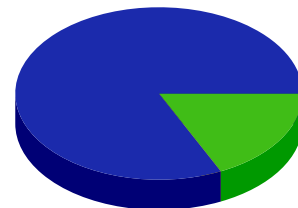
Number called	Duration	Total cost
08456010410	0:42:47	£1.553

## Your Calling Patterns:

### Total Cost of Calls

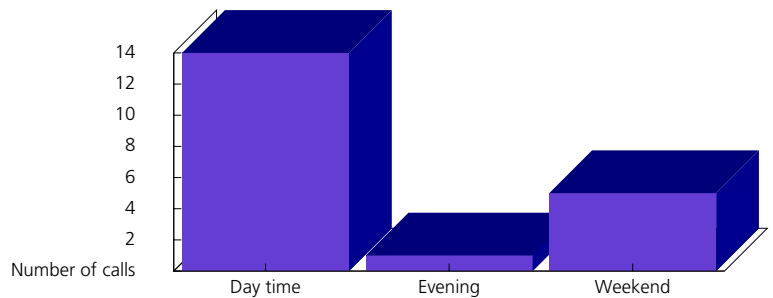
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.339	17.9
international call	£0.000	0.0
non-geographic	£1.553	82.1

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



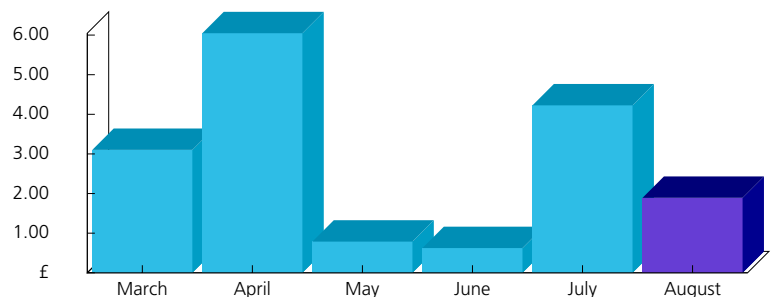
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	14	70.0
Evening	1	5.0
Weekend	5	25.0



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
March	£3.102	18.6
April	£6.047	36.3
May	£0.787	4.7
June	£0.624	3.7
July	£4.226	25.3
August	£1.892	11.3



## 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 Otelco (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**

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Registered office: Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH, UK

	<b>Instruction to your Bank or Building Society to pay by Direct Debit</b>														
<small>Please fill in the form and send to: first:telecom : PO BOX 4360 : Warwick : CV34 9DB</small>															
<b>Name and full postal address of your Bank or Building Society</b> To: The Manager <small>Bank/Building Society</small> Address Postcode	<b>Originator's Identification Number</b> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 12.5%;">8</td> <td style="width: 12.5%;">3</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">4</td> </tr> </table>	8	3	6	6	6	4								
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CX118698															
<b>Signature(s)</b> _____ <b>Date</b> _____															
Banks and Building Societies may not accept Direct Debit Instructions for some types of account.															