

FD/ML/08-06/1665

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-097  
**Bill Date** 09 Sep 2016  
**Payment Due** 22 Sep 2016  
**Bill Period** 01 Aug 2016 - 31 Aug 2016  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	18.68
Payments received with thanks	-	£	18.68 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	+	£	12.11

<b>Total new charges</b>	=	£	<b>15.89</b>
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VAT @20%	+	£	3.18
<b>Total charges</b>	=	£	<b>19.07</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>19.07</b>
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This bill is for information only. Your payment will be collected on or after 22 Sep 2016

**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

<b>Payments</b>			
Direct Debit payment - received 24 Aug 16	+	£	18.68 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>18.68 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 16 - 30 Sep 16)	+	£ 8.94
Caller Display	(01 Sep 16 - 30 Sep 16)	+	£ 1.49
Number Withheld	(01 Sep 16 - 30 Sep 16)	+	£ 0.00
Call charges		+	£ 1.677
		=	<b>£ 12.11</b>

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	12	0:23:41	£0.000
National voice call	8	0:35:35	£0.000
UK mobile voice call	3	0:10:06	£1.677
International voice call	0	0:00:00	£0.000
Non-geographic voice call	0	0:00:00	£0.000
<b>Totals</b>	<b>23</b>	<b>1:09:22</b>	<b>£1.677</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
02 Aug	11:18	01926298499	leamington spa	0:05:06	free
02 Aug	17:22	07905485924	uk: t-mobile	0:01:47	£0.348
05 Aug	12:36	01288352623	local	0:01:14	free
05 Aug	17:58	01793748283	swindon	0:02:09	free
07 Aug	14:50	07814379767	uk: orange mobile	0:02:58	£0.469
08 Aug	09:40	01409253692	local	0:01:27	free
09 Aug	10:19	01322867293	swanley	0:00:02	free
12 Aug	09:34	01409253692	local	0:05:36	free
12 Aug	09:40	01322867293	swanley	0:11:43	free
14 Aug	11:10	01409253941	local	0:00:27	free
15 Aug	12:58	01409253692	local	0:02:37	free
16 Aug	10:06	01409259001	local	0:00:10	free
16 Aug	10:12	01409259001	local	0:07:28	free
16 Aug	13:17	01285712656	cirencester	0:15:09	free
17 Aug	14:00	01409255535	local	0:01:11	free
19 Aug	17:45	01288361940	local	0:01:52	free
20 Aug	19:25	01409253941	local	0:00:21	free
22 Aug	19:15	01793748283	swindon	0:00:25	free
23 Aug	14:04	07814379767	uk: orange mobile	0:05:21	£0.860
25 Aug	18:47	01793748283	swindon	0:00:52	free
27 Aug	18:24	01409253941	local	0:00:30	free
30 Aug	10:49	01271314181	barnstaple	0:00:09	free
30 Aug	12:14	01288331216	local	0:00:48	free
				<b>Total :</b>	<b>£1.677</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	0:08:19	£1.329
07905485924	mobile	uk: t-mobile	1	0:01:47	£0.348
01409255535	local	local	1	0:01:11	£0.000
01409253941	local	local	3	0:01:18	£0.000
01409253692	local	local	3	0:09:40	£0.000

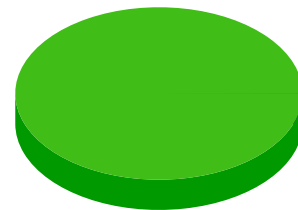
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:05:21	£0.860

Your Longest Call		
Number called	Duration	Total cost
01285712656	0:15:09	£0.000

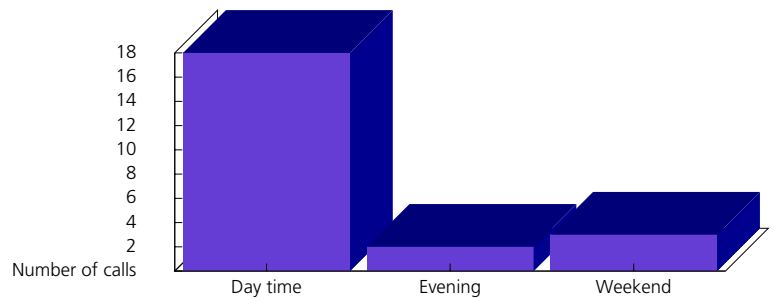
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.677	100.0
international call	£0.000	0.0
non-geographic	£0.000	0.0

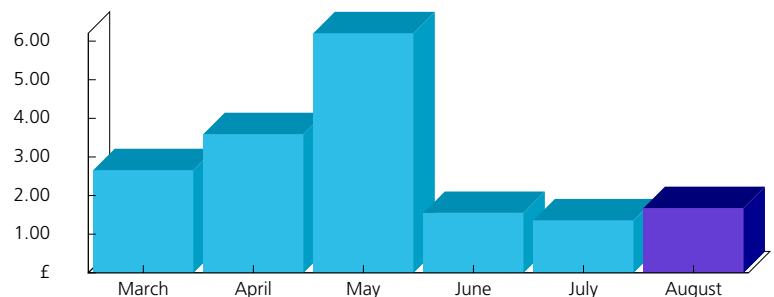
■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	18	78.3
Evening	2	8.7
Weekend	3	13.0



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
March	£2.659	15.6
April	£3.592	21.1
May	£6.205	36.4
June	£1.551	9.1
July	£1.359	8.0
August	£1.677	9.8



## 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**

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

**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
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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.

**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.