

FDMLV 08-06 \ 499

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-053  
**Bill Date** 11 Jan 2013  
**Payment Due** 21 Jan 2013  
**Bill Period** 01 Dec 2012 - 31 Dec 2012  
**VAT Registration Number** GB 867 2447 91

Page 1 of 5

Dear Mr. Winchurst

## Your Telephone Bill

Summary			
Previous balance		£	19.73
Payments received with thanks	-	£	19.73 cr
<b>Outstanding balance</b>		=	£ <b>0.00</b>
New Charges (Payment Type: Direct Debit)			
Account charges and credits	+	£	3.78
Telephone	+	£	18.30
<b>Total new charges</b>	=	£	<b>22.08</b>
	VAT @20%	+	£ 4.42
	<b>Total charges</b>	=	£ <b>26.50</b>
	<b>TOTAL NOW DUE</b>	=	<b>£ 26.50</b>

This bill is for information only. Your payment will be collected on or after 21 Jan 2013

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cheap electricity  
and gas**

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

**first:utility**

## Payments

<b>Payments</b>			
Direct Debit payment - received 20 Dec 12	+	£	19.73 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>19.73 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 Jan 13 - 31 Jan 13)	+	£ 8.94
Caller Display	(01 Jan 13 - 31 Jan 13)	+	£ 1.49
Number Withheld	(01 Jan 13 - 31 Jan 13)	+	£ 0.00
Call charges		+	£ 7.874
		=	<b>£ 18.30</b>

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	19	0:27:32	£0.000
National voice call	21	1:12:18	£0.000
UK mobile voice call	11	0:24:12	£4.892
International voice call	0	0:00:00	£0.000
Non-geographic voice call	9	0:47:58	£2.982
<b>Totals</b>	<b>60</b>	<b>2:52:00</b>	<b>£7.874</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Dec	10:56	07814379767	uk: orange mobile	0:01:37	£0.339
01 Dec	10:58	01409253381	local	0:01:45	free
01 Dec	11:01	07814379767	uk: orange mobile	0:00:09	£0.208
04 Dec	14:43	01237479176	local	0:00:53	free
06 Dec	11:42	08452502131	uk: local rate	0:00:51	£0.112
06 Dec	11:44	01769560506	south molton	0:00:37	free
06 Dec	11:55	07040902320	personal numbering	0:01:27	£0.793
06 Dec	12:25	01822617673	tavistock	0:00:12	free
06 Dec	12:26	01822617673	tavistock	0:01:13	free
06 Dec	12:41	01822617673	tavistock	0:01:38	free
06 Dec	12:44	01409254425	local	0:00:17	free
06 Dec	12:55	08455194573	uk: local rate	0:05:29	£0.284
06 Dec	13:02	01271311000	barnstaple	0:03:15	free
06 Dec	13:09	01805624789	local	0:01:47	free
06 Dec	13:27	01237473015	local	0:00:07	free
06 Dec	13:30	01822617673	tavistock	0:01:27	free
06 Dec	13:32	01822617410	tavistock	0:02:49	free
06 Dec	13:39	07814379767	uk: orange mobile	0:00:04	£0.208
07 Dec	15:42	08456038888	uk: local rate	0:16:57	£0.661
07 Dec	16:45	07908614959	uk: t-mobile	0:14:44	£2.105
08 Dec	10:04	01409255478	local	0:00:41	free
10 Dec	14:35	01805624329	local	0:01:59	free
10 Dec	14:37	08457240241	uk: local rate	0:01:52	£0.147
10 Dec	14:41	01837511412	local	0:03:35	free
10 Dec	14:46	01409254141	local	0:03:24	free
10 Dec	14:49	01209821676	redruth	0:06:43	free
10 Dec	20:39	08456100100	uk: local rate	0:14:43	£0.272
11 Dec	16:17	01209821676	redruth	0:01:24	free
12 Dec	15:30	01409413444	local	0:02:01	free
13 Dec	14:08	01237431244	local	0:04:39	free
15 Dec	10:56	01209821881	redruth	0:01:04	free
15 Dec	11:15	01409255462	local	0:00:07	free
15 Dec	11:44	01409255462	local	0:00:15	free
16 Dec	15:16	01793748283	swindon	0:00:32	free
17 Dec	10:48	01409253692	local	0:01:17	free
17 Dec	10:57	01409253424	local	0:01:14	free
17 Dec	12:05	01409255462	local	0:00:07	free
17 Dec	12:56	07814379767	uk: orange mobile	0:03:49	£0.600
17 Dec	14:43	01884266734	tiverton	0:00:03	free
17 Dec	14:44	07837856937	uk: orange mobile	0:02:59	£0.469
17 Dec	15:18	08444932932	special service	0:02:26	£0.293
17 Dec	15:21	08456100100	uk: local rate	0:04:08	£0.250
17 Dec	16:56	01322867293	swanley	0:07:54	free
18 Dec	10:53	01237451222	local	0:02:23	free
18 Dec	10:56	01793748283	swindon	0:08:21	free
18 Dec	16:07	01322867293	swanley	0:00:10	free
19 Dec	12:51	07891736352	uk: orange mobile	0:00:08	£0.208
19 Dec	13:02	07891736352	uk: orange mobile	0:00:05	£0.208
19 Dec	20:55	07896966308	uk: orange mobile	0:00:05	£0.169
19 Dec	20:56	07715461121	uk: o2 mobile	0:00:05	£0.170
19 Dec	21:12	01237451222	local	0:00:26	free
20 Dec	09:12	07896966308	uk: orange mobile	0:00:27	£0.208
21 Dec	15:14	01884266734	tiverton	0:01:58	free
21 Dec	16:15	01285712656	cirencester	0:25:57	free
22 Dec	21:33	09015225206	premium rate	0:00:05	£0.170
23 Dec	10:46	01793748283	swindon	0:00:07	free
23 Dec	13:13	01793748283	swindon	0:04:18	free
24 Dec	20:33	01793748283	swindon	0:01:03	free
27 Dec	18:06	01793748283	swindon	0:01:33	free
28 Dec	11:41	01837851271	local	0:00:35	free
<b>Total :</b>				<b>£7.874</b>	

## Information About Your Calls From Telephone Number: 01409254799

### Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
07908614959	mobile	uk: t-mobile	1	0:14:44	£2.105
07814379767	mobile	uk: orange mobile	4	0:05:39	£1.355
07040902320	mobile	personal numbering	1	0:01:27	£0.793
08456038888	non-geographic	uk: local rate	1	0:16:57	£0.661
08456100100	non-geographic	uk: local rate	2	0:18:51	£0.522

### Your Most Expensive Call

Number called	Duration	Total cost
07908614959	0:14:44	£2.105

### Your Longest Call

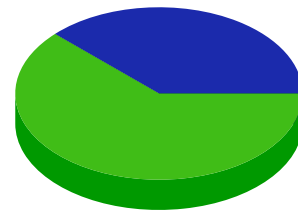
Number called	Duration	Total cost
01285712656	0:25:57	£0.000

## Your Calling Patterns:

### Total Cost of Calls

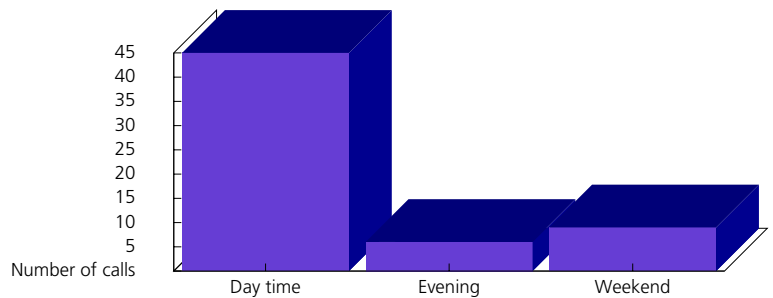
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£4.892	62.1
international call	£0.000	0.0
non-geographic	£2.982	37.9

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



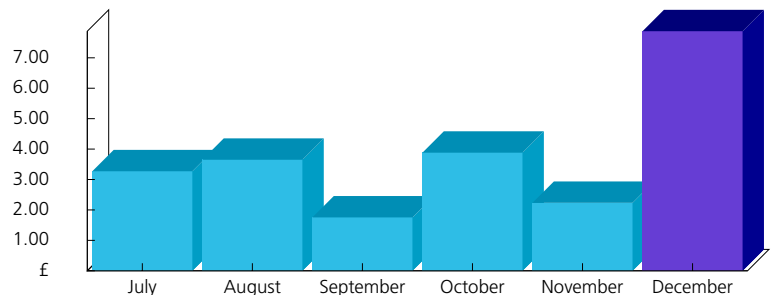
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	45	75.0
Evening	6	10.0
Weekend	9	15.0



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
July	£3.271	14.4
August	£3.649	16.1
September	£1.754	7.7
October	£3.882	17.1
November	£2.233	9.9
December	£7.874	34.7



## Contacting us:



### By phone:

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

from 8am to 8pm Monday to Friday and 9am to 5pm on Saturdays.  
\*open 9am to 5pm Monday to Friday.



### 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)

## 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.

### 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.

## 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)

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

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.