

FDMLV 08-06 \ 759

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-065  
**Bill Date** 10 Jan 2014  
**Payment Due** 21 Jan 2014  
**Bill Period** 01 Dec 2013 - 31 Dec 2013  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	20.27
Payments received with thanks	-	£	20.27 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	+	£	13.19

<b>Total new charges</b>	=	£	<b>16.97</b>
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VAT @20%	+	£	3.39
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<b>Total charges</b>	=	£	<b>20.36</b>
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<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>20.36</b>
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This bill is for information only. Your payment will be collected on or after 21 Jan 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

<b>Payments</b>			
Direct Debit payment - received 19 Dec 13	+	£	20.27 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>20.27 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 14 - 31 Jan 14)	+	£ 8.94
Caller Display	(01 Jan 14 - 31 Jan 14)	+	£ 1.49
Number Withheld	(01 Jan 14 - 31 Jan 14)	+	£ 0.00
Call charges		+	£ 2.760
		=	<b>£ 13.19</b>

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	3	0:17:02	£0.000
National voice call	12	2:34:38	£0.000
UK mobile voice call	6	0:07:29	£1.906
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:14:49	£0.854
<b>Totals</b>	<b>23</b>	<b>3:13:58</b>	<b>£2.760</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
01 Dec	15:35	01322867293	swanley	0:12:03	free
02 Dec	10:07	07792239756	uk: orange mobile	0:00:04	£0.208
03 Dec	12:44	01626355969	newton abbot	0:10:58	free
04 Dec	10:41	07792239756	uk: orange mobile	0:00:03	£0.208
06 Dec	10:53	01322867293	swanley	0:08:27	free
06 Dec	14:09	07792239756	uk: orange mobile	0:00:03	£0.208
11 Dec	14:56	01237432119	local	0:00:19	free
11 Dec	15:18	01237432119	local	0:05:31	free
17 Dec	14:11	07814379767	uk: orange mobile	0:01:41	£0.339
17 Dec	16:57	01322867293	swanley	0:17:34	free
18 Dec	15:23	08448440381	special service	0:03:41	£0.364
18 Dec	20:32	01793748283	swindon	0:23:37	free
19 Dec	11:34	01428808080	haslemere	0:22:42	free
22 Dec	13:47	01237432119	local	0:11:12	free
22 Dec	14:02	01322867293	swanley	0:00:02	free
22 Dec	18:00	01322867293	swanley	0:04:50	free
24 Dec	10:10	07814379767	uk: orange mobile	0:05:00	£0.730
24 Dec	11:02	07952572951	uk: t-mobile	0:00:38	£0.213
29 Dec	17:12	01285712656	cirencester	0:01:08	free
29 Dec	17:23	01793748283	swindon	0:00:49	free
29 Dec	17:32	01322867293	swanley	0:00:03	free
30 Dec	09:50	01322867293	swanley	0:52:25	free
30 Dec	13:19	08456100100	uk: local rate	0:11:08	£0.490
				<b>Total :</b>	<b>£2.760</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	0:06:41	£1.069
07792239756	mobile	uk: orange mobile	3	0:00:10	£0.624
08456100100	non-geographic	uk: local rate	1	0:11:08	£0.490
08448440381	non-geographic	special service	1	0:03:41	£0.364
07952572951	mobile	uk: t-mobile	1	0:00:38	£0.213

### Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:05:00	£0.730

### Your Longest Call

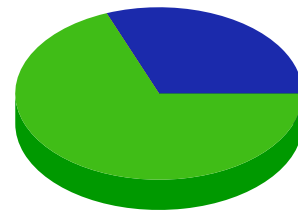
Number called	Duration	Total cost
01322867293	0:52:25	£0.000

## Your Calling Patterns:

### Total Cost of Calls

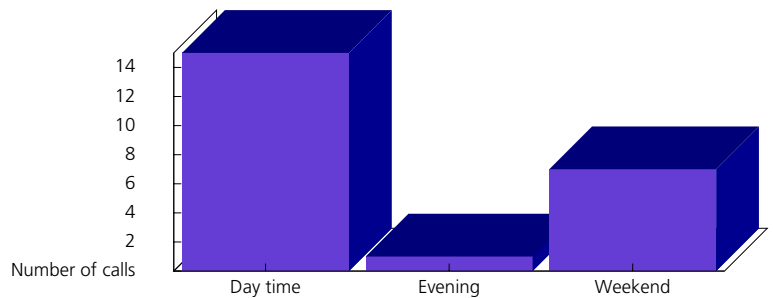
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.906	69.1
international call	£0.000	0.0
non-geographic	£0.854	30.9

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



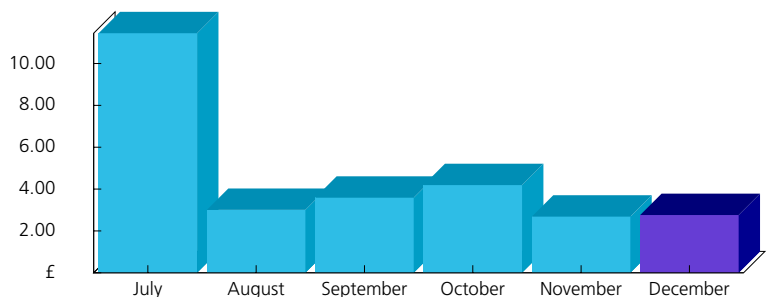
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	15	65.2
Evening	1	4.3
Weekend	7	30.4



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
July	£11.448	41.4
August	£3.006	10.9
September	£3.588	13.0
October	£4.190	15.1
November	£2.684	9.7
December	£2.760	10.0



## 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

<b>first:telecom</b>	<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>								
<small>Name and full postal address of your Bank or Building Society</small>	<small>Originator's Identification Number</small>							
To: The Manager <small>Bank/Building Society</small>	<table border="1" style="width: 100%;"><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	
8	3	6	6	6	4			
Address	<small>Reference</small>	<table border="1" style="width: 100%;"><tr><td style="text-align: center;">CX118698</td></tr></table>	CX118698					
CX118698								
Postcode	<small>Instruction for your Bank of Building Society</small> <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>							
<small>Name(s) of Account Holder(s)</small>	<small>Signature(s)</small>							
<small>Branch Sort Code</small>	<small>Date</small>							
<small>Bank/Building Society account number</small>								
<small>Banks and Building Societies may not accept Direct Debit Instructions for some types of account.</small>								

**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.