

FD/ML/08-06/1414

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-077  
**Bill Date** 13 Jan 2015  
**Payment Due** 23 Jan 2015  
**Bill Period** 01 Dec 2014 - 31 Dec 2014  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	18.49
Payments received with thanks	-	£	18.49 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	+	£	12.56

<b>Total new charges</b>	=	£	<b>16.34</b>
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VAT @20%	+	£	3.27
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<b>Total charges</b>	=	£	<b>19.61</b>
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<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>19.61</b>
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This bill is for information only. Your payment will be collected on or after 23 Jan 2015

**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 18 Dec 14 + £ 18.49 cr

**TOTAL PAYMENTS = £ 18.49 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 Jan 15 - 31 Jan 15) + £ 8.94

Caller Display (01 Jan 15 - 31 Jan 15) + £ 1.49

Number Withheld (01 Jan 15 - 31 Jan 15) + £ 0.00

Call charges + £ 2.125

**= £ 12.56**

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	9	0:54:21	£0.000
National voice call	7	0:56:46	£0.000
UK mobile voice call	3	0:05:28	£1.276
International voice call	0	0:00:00	£0.000
Non-geographic voice call	12	1:14:50	£0.849
<b>Totals</b>	<b>31</b>	<b>3:11:25</b>	<b>£2.125</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
02 Dec	14:59	08442885164	special service	0:00:21	£0.150
02 Dec	15:01	03300262728	special service	0:03:04	free
02 Dec	15:06	08442885164	special service	0:02:57	£0.293
02 Dec	15:26	03300262728	special service	0:01:09	free
02 Dec	16:42	01395266916	budleigh salterton	0:03:09	free
03 Dec	12:13	01795414964	sittingbourne	0:12:24	free
03 Dec	13:53	03456100100	special service	0:16:21	free
03 Dec	16:43	03456100100	special service	0:14:24	free
05 Dec	08:43	07814379767	uk: orange mobile	0:00:04	£0.208
05 Dec	11:58	01275836392	bristol	0:17:28	free
06 Dec	08:55	08452658072	uk: local rate	0:00:07	£0.112
06 Dec	09:30	08452658072	uk: local rate	0:01:33	£0.147
06 Dec	09:32	08452658072	uk: local rate	0:01:47	£0.147
06 Dec	10:03	01322867293	swanley	0:09:56	free
06 Dec	11:44	07814379767	uk: orange mobile	0:00:09	£0.208
06 Dec	11:45	01237432119	local	0:03:04	free
06 Dec	15:05	01793748283	swindon	0:06:11	free
08 Dec	12:18	03456100100	special service	0:10:40	free
09 Dec	09:50	01837650970	local	0:00:38	free
11 Dec	16:28	01409254680	local	0:00:24	free
13 Dec	12:11	03456100100	special service	0:13:22	free
15 Dec	09:48	01237432119	local	0:42:23	free
15 Dec	16:50	01837650970	local	0:02:30	free
15 Dec	16:57	01392406922	exeter	0:04:29	free
16 Dec	16:35	01409255525	local	0:00:58	free
17 Dec	21:34	01237432119	local	0:00:11	free
18 Dec	10:00	01409253014	local	0:03:49	free
19 Dec	16:41	01706902000	rochdale	0:03:09	free
22 Dec	16:28	07814379767	uk: orange mobile	0:05:15	£0.860
29 Dec	18:58	03456100100	special service	0:09:05	free
31 Dec	11:44	01837650970	local	0:00:24	free
				<b>Total :</b>	<b>£2.125</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	3	0:05:28	£1.276
08442885164	non-geographic	special service	2	0:03:18	£0.443
08452658072	non-geographic	uk: local rate	3	0:03:27	£0.406
01837650970	local	local	3	0:03:32	£0.000
01409255525	local	local	1	0:00:58	£0.000

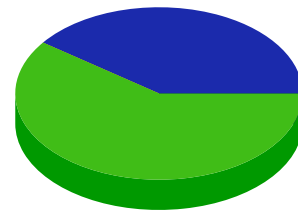
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:05:15	£0.860

Your Longest Call		
Number called	Duration	Total cost
01237432119	0:42:23	£0.000

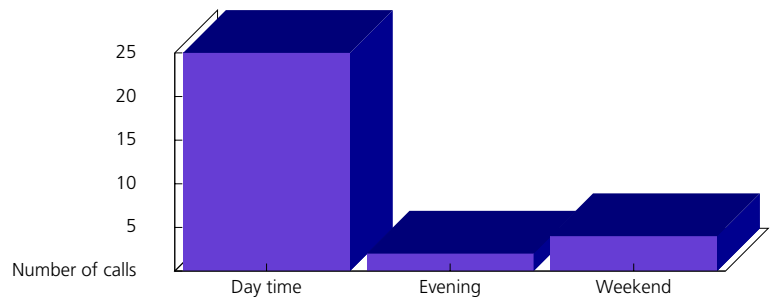
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.276	60.0
international call	£0.000	0.0
non-geographic	£0.849	40.0

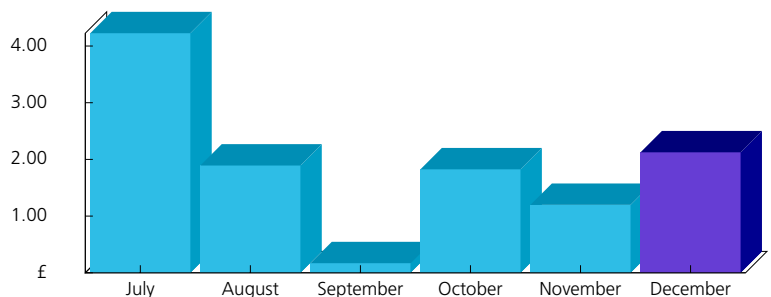
■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	25	80.6
Evening	2	6.5
Weekend	4	12.9



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
July	£4.226	37.0
August	£1.892	16.5
September	£0.169	1.5
October	£1.825	16.0
November	£1.198	10.5
December	£2.125	18.6



## 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.