

FDML\08-06\11683

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-042  
**Bill Date** 13 Feb 2012  
**Payment Due** 24 Feb 2012  
**Bill Period** 01 Jan 2012 - 31 Jan 2012  
**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>

### New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	12.74
<b>Total new charges</b>	=	£	<b>16.52</b>
VAT @20%	+	£	3.30
<b>Total charges</b>	=	£	<b>19.82</b>
<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>19.82</b>

This bill is for information only. Your payment will be collected on or after 24 Feb 2012

**We also supply  
cheap electricity  
and gas**

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

**first:utility**

## Payments

<b>Payments</b>			
Direct Debit payment - received 19 Jan 12	+	£	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 Feb 12 - 29 Feb 12)	+	£ 8.94
Caller Display	(01 Feb 12 - 29 Feb 12)	+	£ 1.49
Number Withheld	(01 Feb 12 - 29 Feb 12)	+	£ 0.00
Call charges		+	£ 2.313
		=	<b>£ 12.74</b>

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	14	0:21:40	£0.000
National voice call	11	0:43:48	£0.000
UK mobile voice call	2	0:05:03	£0.703
International voice call	0	0:00:00	£0.000
Non-geographic voice call	6	0:18:12	£1.610
<b>Totals</b>	<b>33</b>	<b>1:28:43</b>	<b>£2.313</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Jan	13:14	01793748283	swindon	0:00:53	free
01 Jan	14:24	01285712656	cirencester	0:00:21	free
01 Jan	14:25	01285712656	cirencester	0:00:55	free
02 Jan	13:31	01409253241	local	0:02:05	free
03 Jan	16:40	01428620032	haslemere	0:04:33	free
03 Jan	17:46	01428620032	haslemere	0:03:22	free
04 Jan	17:51	01428620032	haslemere	0:04:02	free
05 Jan	18:16	01428620032	haslemere	0:05:45	free
06 Jan	19:11	01409253043	local	0:00:24	free
09 Jan	19:12	07814379767	uk: orange mobile	0:01:24	£0.260
12 Jan	10:49	01409253241	local	0:01:18	free
12 Jan	20:54	08459000444	uk: local rate	0:00:35	£0.091
13 Jan	08:39	08459000444	uk: local rate	0:05:30	£0.284
15 Jan	17:16	01285712656	cirencester	0:04:28	free
17 Jan	10:19	01285712656	cirencester	0:08:24	free
17 Jan	10:43	01793748283	swindon	0:03:31	free
17 Jan	10:43	01409253241	local	0:00:05	free
17 Jan	11:45	01409254019	local	0:02:16	free
18 Jan	14:29	08459000444	uk: local rate	0:00:19	£0.112
18 Jan	15:43	01285712656	cirencester	0:07:34	free
20 Jan	18:05	01409253241	local	0:00:06	free
21 Jan	12:33	01409253241	local	0:00:06	free
21 Jan	12:33	01409253241	local	0:00:05	free
23 Jan	13:54	08458630673	uk: local rate	0:05:22	£0.284
23 Jan	16:13	01409253241	local	0:01:04	free
23 Jan	20:25	01409240024	local	0:06:15	free
26 Jan	13:50	01409253241	local	0:03:11	free
27 Jan	09:55	01566773671	local	0:01:22	free
27 Jan	14:12	07049205363	personal numbering	0:00:09	£0.521
30 Jan	10:58	08456100100	uk: local rate	0:06:17	£0.318
30 Jan	11:05	01837851271	local	0:00:38	free
30 Jan	20:43	07814379767	uk: orange mobile	0:03:39	£0.443
31 Jan	10:26	01409253241	local	0:02:45	free
<b>Total :</b>				<b>£2.313</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	0:05:03	£0.703
07049205363	mobile	personal numbering	1	0:00:09	£0.521
08459000444	non-geographic	uk: local rate	3	0:06:24	£0.487
08456100100	non-geographic	uk: local rate	1	0:06:17	£0.318
08458630673	non-geographic	uk: local rate	1	0:05:22	£0.284

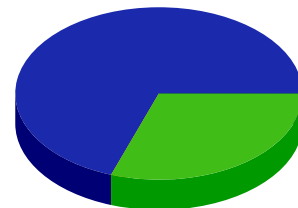
Your Most Expensive Call		
Number called	Duration	Total cost
07049205363	0:00:09	£0.521

Your Longest Call		
Number called	Duration	Total cost
01285712656	0:08:24	£0.000

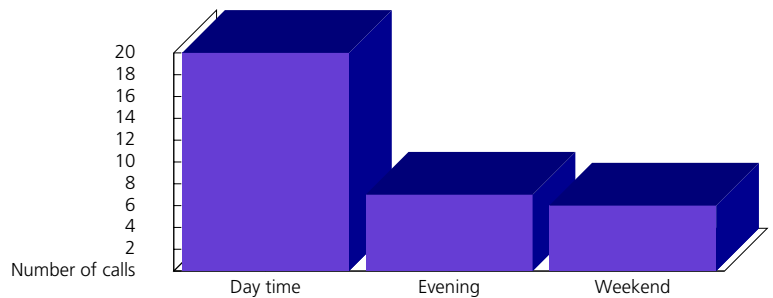
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.703	30.4
international call	£0.000	0.0
non-geographic	£1.610	69.6

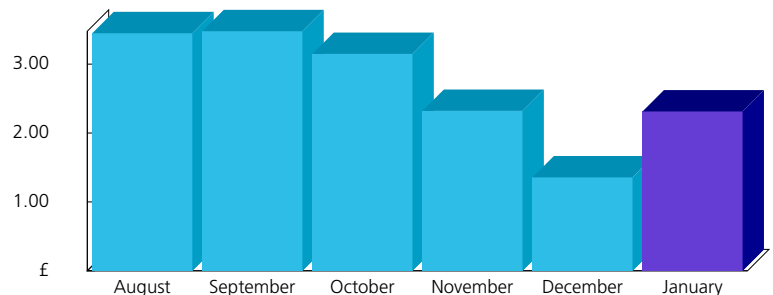
■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	20	60.6
Evening	7	21.2
Weekend	6	18.2



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
August	£3.449	21.5
September	£3.478	21.7
October	£3.148	19.6
November	£2.321	14.4
December	£1.356	8.4
January	£2.313	14.4



## Contacting us:



### By phone:

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



### 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).

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Registered office: 19 South Audley Street, London, W1K 2NU.

## 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)

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.

Branch Sort Code

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Bank/Building Society account number

--	--	--	--	--	--	--	--

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.