

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-090  
**Bill Date** 10 Feb 2016  
**Payment Due** 19 Feb 2016  
**Bill Period** 01 Jan 2016 - 31 Jan 2016  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	19.80
Payments received with thanks	-	£	19.80 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	+	£	11.17

<b>Total new charges</b>	=	£	<b>14.95</b>
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VAT @20%	+	£	2.99
<b>Total charges</b>	=	£	<b>17.94</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>17.94</b>
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This bill is for information only. Your payment will be collected on or after 19 Feb 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

**Payments**

Direct Debit payment - received 22 Jan 16 + £ 19.80 cr

**TOTAL PAYMENTS = £ 19.80 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 Feb 16 - 29 Feb 16) + £ 8.94

Caller Display (01 Feb 16 - 29 Feb 16) + £ 1.49

Number Withheld (01 Feb 16 - 29 Feb 16) + £ 0.00

Call charges + £ 0.743

**= £ 11.17**

FDMLV 08-06 V 701

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	12	0:31:57	£0.000
National voice call	11	0:55:19	£0.000
UK mobile voice call	2	0:04:28	£0.623
International voice call	0	0:00:00	£0.000
Non-geographic voice call	1	0:00:38	£0.120
<b>Totals</b>	<b>26</b>	<b>1:32:22</b>	<b>£0.743</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Jan	13:54	01288321488	local	0:00:31	free
02 Jan	14:21	01409253280	local	0:07:33	free
02 Jan	15:44	01285712656	cirencester	0:30:06	free
02 Jan	16:23	01322867293	swanley	0:00:38	free
04 Jan	15:32	01409253692	local	0:01:41	free
07 Jan	11:51	01409255250	local	0:00:46	free
08 Jan	12:42	01409413444	local	0:03:53	free
08 Jan	12:47	08450171137	service call - sc0	0:00:38	£0.120
08 Jan	12:53	0183755700	local	0:09:35	free
09 Jan	18:42	07814379767	uk: orange mobile	0:04:22	£0.534
11 Jan	08:44	01271322403	barnstaple	0:00:48	free
14 Jan	15:36	01409241228	local	0:03:25	free
15 Jan	08:30	01409253692	local	0:02:11	free
16 Jan	13:18	01322867293	swanley	0:07:05	free
22 Jan	11:37	01271322466	barnstaple	0:00:15	free
22 Jan	11:39	01271322466	barnstaple	0:01:01	free
24 Jan	10:44	01409253941	local	0:01:04	free
25 Jan	08:53	01409253684	local	0:00:17	free
25 Jan	08:53	01409255525	local	0:00:35	free
25 Jan	11:38	01271322466	barnstaple	0:00:15	free
25 Jan	11:45	01271322466	barnstaple	0:01:00	free
26 Jan	08:36	01271322466	barnstaple	0:00:13	free
26 Jan	08:49	01271322466	barnstaple	0:09:09	free
29 Jan	10:06	01322867293	swanley	0:04:49	free
31 Jan	19:50	07415665070	uk: t-mobile	0:00:06	£0.089
31 Jan	19:52	01237432119	local	0:00:26	free
				<b>Total :</b>	<b>£0.743</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	1	0:04:22	£0.534
08450171137	non-geographic	Service Call - SC0	1	0:00:38	£0.120
07415665070	mobile	uk: t-mobile	1	0:00:06	£0.089
01409253692	local	local	2	0:03:52	£0.000
01409253684	local	local	1	0:00:17	£0.000

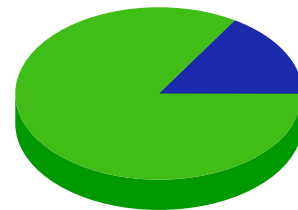
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:04:22	£0.534

Your Longest Call		
Number called	Duration	Total cost
01285712656	0:30:06	£0.000

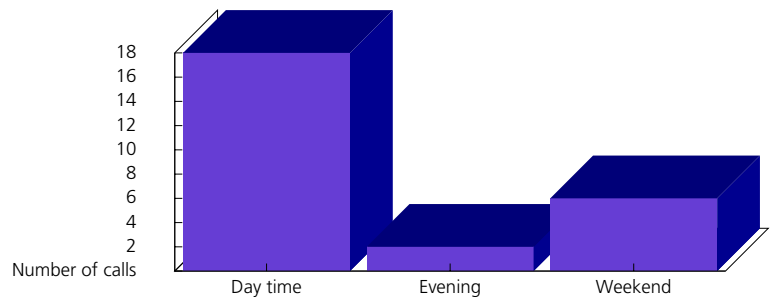
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£0.623	83.9
international call	£0.000	0.0
non-geographic	£0.120	16.2

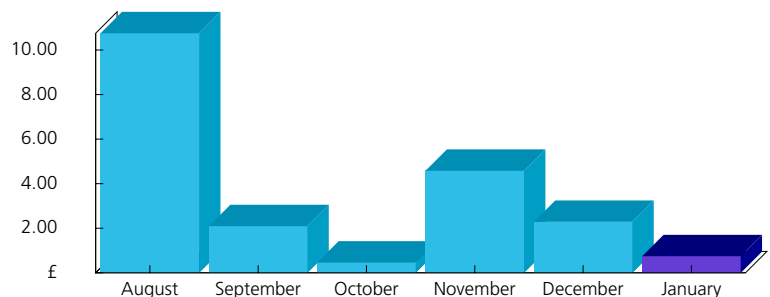
Local  
National  
Mobile  
International  
Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	18	69.2
Evening	2	7.7
Weekend	6	23.1



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
August	£10.754	51.4
September	£2.094	10.0
October	£0.459	2.2
November	£4.580	21.9
December	£2.286	10.9
January	£0.743	3.6



## 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**

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<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>		
<b>Name and full postal address of your Bank or Building Society</b>	<b>Originator's Identification Number</b>	
To: The Manager <small>Bank/Building Society</small>	8 3 6 6 6 4	
Address	<b>Reference</b>	CX118698
	<b>Instruction for your Bank of Building Society</b>	
<small>Postcode</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>	
<b>Name(s) of Account Holder(s)</b>	<b>Signature(s)</b>	
<b>Branch Sort Code</b>	<b>Date</b>	
<b>Bank/Building Society account number</b>		

### 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.