

FD/ML/08-06/1483

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-084  
**Bill Date** 28 Aug 2015  
**Payment Due** 10 Sep 2015  
**Bill Period** 01 Jul 2015 - 31 Jul 2015  
**VAT Registration Number** GB 867 2447 91

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>
New Charges (Payment Type: Direct Debit)			
Account charges and credits	+	£	3.78
Telephone	+	£	13.77
<b>Total new charges</b>	=	£	<b>17.55</b>
VAT @20%	+	£	3.51
<b>Total charges</b>	=	£	<b>21.06</b>
<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>21.06</b>

This bill is for information only. Your payment will be collected on or after 10 Sep 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

<b>Payments</b>			
Direct Debit payment - received 16 Jul 15	+	£	18.49 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>18.49 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 Aug 15 - 31 Aug 15)	+	£ 8.94
Caller Display	(01 Aug 15 - 31 Aug 15)	+	£ 1.49
Number Withheld	(01 Aug 15 - 31 Aug 15)	+	£ 0.00
Call charges		+	£ 3.335
		=	<b>£ 13.77</b>

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	6	0:17:49	£0.000
National voice call	14	0:35:03	£0.000
UK mobile voice call	3	0:10:07	£1.805
International voice call	0	0:00:00	£0.000
Non-geographic voice call	4	0:10:09	£1.530
<b>Totals</b>	<b>27</b>	<b>1:13:08</b>	<b>£3.335</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
01 Jul	13:37	01409253514	local	0:03:19	free
01 Jul	15:49	01271322438	barnstaple	0:00:12	free
01 Jul	15:51	01271322577	barnstaple	0:00:25	free
01 Jul	15:54	01392411611	exeter	0:04:26	free
01 Jul	16:01	01392403713	exeter	0:02:01	free
02 Jul	14:15	01579320218	liskeard	0:02:47	free
04 Jul	10:46	07814379767	uk: orange mobile	0:04:58	£0.730
09 Jul	13:06	01322867293	swanley	0:02:49	free
13 Jul	10:49	01409253280	local	0:02:54	free
13 Jul	15:54	01404565169	honiton	0:00:53	free
14 Jul	09:44	01409253280	local	0:08:28	free
14 Jul	11:32	08448544888	service call - sc0	0:02:17	£0.510
15 Jul	17:12	02085452280	london	0:03:00	free
16 Jul	15:35	03456100100	special service	0:02:56	free
16 Jul	15:41	08443816502	service call - sc0	0:00:45	£0.170
16 Jul	15:42	08443816502	service call - sc0	0:04:11	£0.850
17 Jul	13:50	01793748283	swindon	0:00:04	free
17 Jul	13:51	07715461121	uk: o2 mobile	0:00:08	£0.215
17 Jul	13:51	01793748283	swindon	0:00:29	free
18 Jul	10:16	01409253514	local	0:01:41	free
19 Jul	10:42	07814379767	uk: orange mobile	0:05:01	£0.860
19 Jul	11:57	01409253941	local	0:00:53	free
19 Jul	14:34	01793748283	swindon	0:00:42	free
22 Jul	09:55	01392402836	exeter	0:00:35	free
22 Jul	12:57	01706902669	rochdale	0:11:01	free
25 Jul	16:44	01409253941	local	0:00:34	free
31 Jul	15:43	01793748283	swindon	0:05:39	free
				<b>Total :</b>	<b>£3.335</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	0:09:59	£1.590
08443816502	non-geographic	Service Call - SC0	2	0:04:56	£1.020
08448544888	non-geographic	Service Call - SC0	1	0:02:17	£0.510
07715461121	mobile	uk: o2 mobile	1	0:00:08	£0.215
01271322438	national	barnstaple	1	0:00:12	£0.000

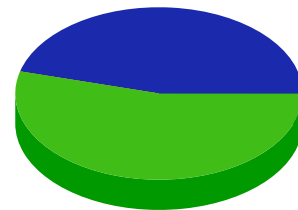
Your Most Expensive Call		
Number called	Duration	Total cost
07814379767	0:05:01	£0.860

Your Longest Call		
Number called	Duration	Total cost
01706902669	0:11:01	£0.000

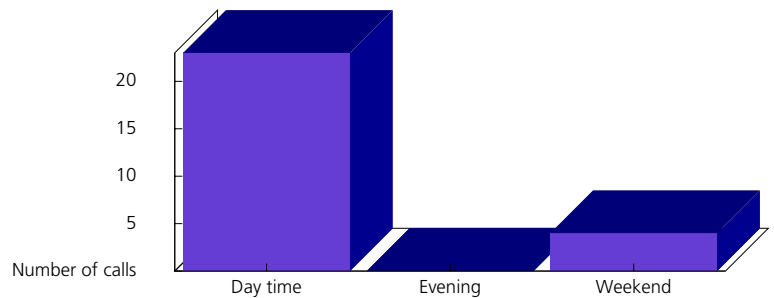
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.805	54.1
international call	£0.000	0.0
non-geographic	£1.530	45.9

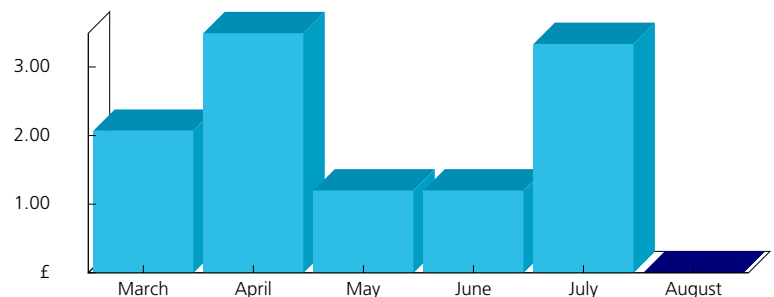
Local  
National  
Mobile  
International  
Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	23	85.2
Evening	0	0.0
Weekend	4	14.8



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
March	£2.069	18.3
April	£3.492	30.9
May	£1.199	10.6
June	£1.199	10.6
July	£3.335	29.5
August	£0.000	0.0



## 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>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> To: The Manager <small>Bank/Building Society</small> Address Postcode	<b>Originator's Identification Number</b> <table border="1" style="width: 100%; text-align: center;"> <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								
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CX118698															
		<b>Signature(s)</b> _____ <b>Date</b> _____													
Banks and Building Societies may not accept Direct Debit Instructions for some types of account.															