

FDML\08-06\1923

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-035  
**Bill Date** 11 Jul 2011  
**Payment Due** 20 Jul 2011  
**Bill Period** 01 Jun 2011 - 30 Jun 2011  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance	£	21.20
Payments received with thanks	- £	21.20 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	+ £	14.57

<b>Total new charges</b>	= £	<b>18.35</b>
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VAT @20%	+ £	3.67
<b>Total charges</b>	= £	<b>22.02</b>

<b>TOTAL NOW DUE</b>	=	<b>£ 22.02</b>
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This bill is for information only. Your payment will be collected on or after 20 Jul 2011

**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 16 Jun 11	+	£	21.20 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>21.20 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 Jul 11 - 31 Jul 11)	+	£ 8.94
Caller Display	(01 Jul 11 - 31 Jul 11)	+	£ 1.49
Number Withheld	(01 Jul 11 - 31 Jul 11)	+	£ 0.00
Call charges		+	£ 4.136
		=	<b>£ 14.57</b>

**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	13	0:28:51	£0.000
National voice call	5	0:36:15	£0.000
UK mobile voice call	5	0:09:01	£1.588
International voice call	0	0:00:00	£0.000
Non-geographic voice call	8	0:11:07	£2.548
<b>Totals</b>	<b>31</b>	<b>1:25:14</b>	<b>£4.136</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
02 Jun	12:40	01237472379	local	0:04:12	free
02 Jun	20:42	07974188821	uk: orange mobile	0:00:32	£0.169
03 Jun	09:48	01566784029	local	0:01:03	free
03 Jun	16:31	0146065214	chard	0:02:13	free
03 Jun	16:35	07969468495	uk: orange mobile	0:00:33	£0.208
04 Jun	20:44	09011322208	premium rate	0:00:05	£0.473
04 Jun	20:44	09011322208	premium rate	0:00:02	£0.473
04 Jun	20:44	09011322208	premium rate	0:00:02	£0.473
06 Jun	16:07	01288355355	local	0:00:06	free
08 Jun	09:57	01409253241	local	0:04:39	free
09 Jun	14:52	01409253241	local	0:00:48	free
10 Jun	16:22	01179088260	bristol	0:00:07	free
13 Jun	15:12	01179088260	bristol	0:00:08	free
13 Jun	15:38	08448001895	special service	0:04:13	£0.436
14 Jun	10:38	01288355355	local	0:00:30	free
17 Jun	21:28	07974188821	uk: orange mobile	0:04:37	£0.534
20 Jun	17:12	08456043553	uk: local rate	0:04:04	£0.250
23 Jun	10:10	01237472379	local	0:02:43	free
23 Jun	10:14	07814379767	uk: orange mobile	0:02:40	£0.469
23 Jun	10:18	01409255484	local	0:00:18	free
24 Jun	14:08	07980517027	uk: orange mobile	0:00:39	£0.208
24 Jun	15:01	01409253514	local	0:02:19	free
24 Jun	15:04	01409253241	local	0:03:29	free
24 Jun	15:39	08456049550	uk: local rate	0:00:04	£0.112
24 Jun	15:40	08456043553	uk: local rate	0:02:14	£0.181
24 Jun	19:12	01566784861	local	0:07:44	free
24 Jun	19:12	01566784861	local	0:00:24	free
26 Jun	10:24	01409259444	local	0:00:36	free
26 Jun	17:42	01285712656	cirencester	0:29:22	free
29 Jun	18:30	01769560515	south molton	0:04:25	free
29 Jun	21:32	08448710096	special service	0:00:23	£0.150
				<b>Total :</b>	<b>£4.136</b>

## Information About Your Calls From Telephone Number: 01409254799

### Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
09011322208	non-geographic	premium rate	3	0:00:09	£1.419
07974188821	mobile	uk: orange mobile	2	0:05:09	£0.703
07814379767	mobile	uk: orange mobile	1	0:02:40	£0.469
08448001895	non-geographic	special service	1	0:04:13	£0.436
08456043553	non-geographic	uk: local rate	2	0:06:18	£0.431

### Your Most Expensive Call

Number called	Duration	Total cost
07974188821	0:04:37	£0.534

### Your Longest Call

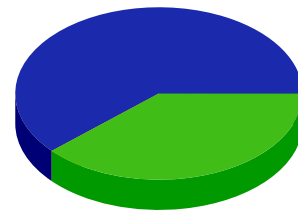
Number called	Duration	Total cost
01285712656	0:29:22	£0.000

## Your Calling Patterns:

### Total Cost of Calls

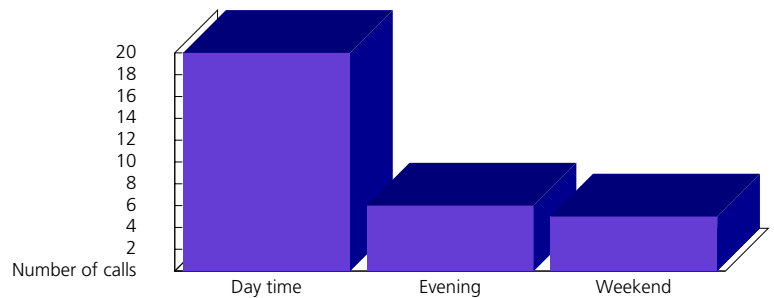
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.588	38.4
international call	£0.000	0.0
non-geographic	£2.548	61.6

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



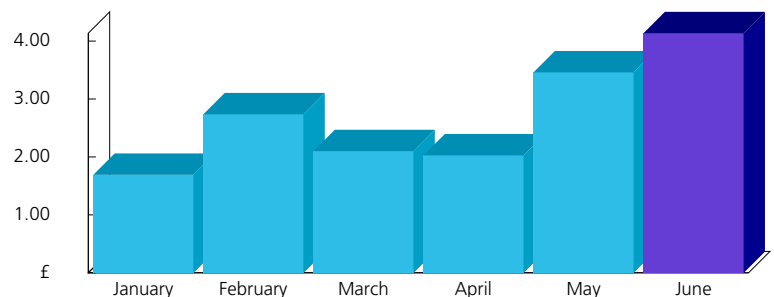
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	20	64.5
Evening	6	19.4
Weekend	5	16.1



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
January	£1.691	10.5
February	£2.736	16.9
March	£2.100	13.0
April	£2.027	12.6
May	£3.460	21.4
June	£4.136	25.6



## 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)

Branch Sort Code

Bank/Building Society account number

Originator's Identification Number

8 3 6 6 6 4

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.

Signature(s)

Date



### 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.