

FD/ML/06-06/178

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-095  
**Bill Date** 12 Jul 2016  
**Payment Due** 26 Jul 2016  
**Bill Period** 01 Jun 2016 - 30 Jun 2016  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	24.50
Payments received with thanks	-	£	24.50 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	+	£	11.98

<b>Total new charges</b>	=	£	<b>15.76</b>
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VAT @20%	+	£	3.15
<b>Total charges</b>	=	£	<b>18.91</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>18.91</b>
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This bill is for information only. Your payment will be collected on or after 26 Jul 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

<b>Payments</b>			
Direct Debit payment - received 24 Jun 16	+	£	24.50 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>24.50 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 16 - 31 Jul 16)	+	£ 8.94
Caller Display	(01 Jul 16 - 31 Jul 16)	+	£ 1.49
Number Withheld	(01 Jul 16 - 31 Jul 16)	+	£ 0.00
Call charges		+	£ 1.551
		=	<b>£ 11.98</b>

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	7	0:15:21	£0.000
National voice call	18	1:09:49	£0.000
UK mobile voice call	2	0:09:32	£1.551
International voice call	0	0:00:00	£0.000
Non-geographic voice call	4	0:12:34	£0.000
<b>Totals</b>	<b>31</b>	<b>1:47:16</b>	<b>£1.551</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
01 Jun	10:28	02031765800	uk: local/national	0:04:14	free
02 Jun	10:45	03456100100	special service	0:05:04	free
02 Jun	12:47	01409253514	local	0:01:08	free
02 Jun	13:09	01409261882	local	0:00:47	free
02 Jun	16:17	02082429447	london	0:00:20	free
02 Jun	16:42	01409261882	local	0:07:33	free
03 Jun	08:32	07814379767	uk: orange mobile	0:09:24	£1.382
03 Jun	16:38	01793748283	swindon	0:00:04	free
03 Jun	17:16	01404812270	honiton	0:00:02	free
04 Jun	10:27	01404812270	honiton	0:00:21	free
04 Jun	10:30	01404812370	honiton	0:00:06	free
04 Jun	11:37	01404812370	honiton	0:00:02	free
04 Jun	17:29	01404812370	honiton	0:00:02	free
05 Jun	10:21	01404812370	honiton	0:00:02	free
05 Jun	11:20	01404812370	honiton	0:00:26	free
06 Jun	13:03	01404812370	honiton	0:00:02	free
07 Jun	11:03	01805624431	local	0:00:39	free
08 Jun	11:27	02031765820	uk: local/national	0:02:54	free
10 Jun	14:24	03457888444	special service	0:00:28	free
10 Jun	14:28	03457888444	special service	0:00:54	free
11 Jun	12:01	01409253624	local	0:03:12	free
14 Jun	10:37	01322867293	swanley	0:25:44	free
18 Jun	11:11	01409253477	local	0:00:54	free
18 Jun	13:29	01566773147	local	0:01:08	free
18 Jun	18:20	07814379767	uk: orange mobile	0:00:08	£0.169
20 Jun	12:18	01173251797	bristol	0:03:40	free
23 Jun	15:29	01159371520	nottingham	0:02:48	free
23 Jun	15:34	03456100100	special service	0:06:08	free
27 Jun	17:59	01322867293	swanley	0:23:53	free
28 Jun	09:15	01271314181	barnstaple	0:00:09	free
28 Jun	10:04	01271322577	barnstaple	0:05:00	free
				<b>Total :</b>	<b>£1.551</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	0:09:32	£1.551
01805624431	local	local	1	0:00:39	£0.000
01566773147	local	local	1	0:01:08	£0.000
01409261882	local	local	2	0:08:20	£0.000
01409253624	local	local	1	0:03:12	£0.000

### Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:09:24	£1.382

### Your Longest Call

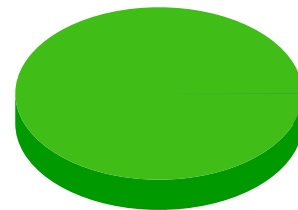
Number called	Duration	Total cost
01322867293	0:25:44	£0.000

## Your Calling Patterns:

### Total Cost of Calls

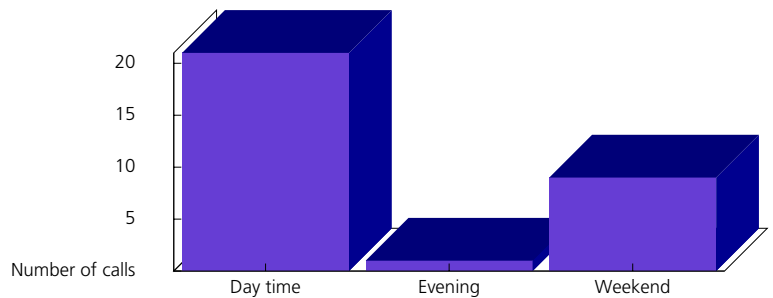
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.551	100.0
international call	£0.000	0.0
non-geographic	£0.000	0.0

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



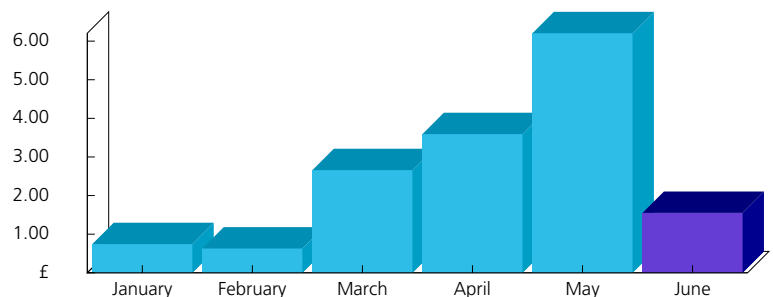
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	21	67.7
Evening	1	3.2
Weekend	9	29.0



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
January	£0.743	4.8
February	£0.629	4.1
March	£2.659	17.3
April	£3.592	23.4
May	£6.205	40.3
June	£1.551	10.1



## 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

**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
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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.

**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.