

FD/ML/08-06/1214

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-092  
**Bill Date** 12 Apr 2016  
**Payment Due** 25 Apr 2016  
**Bill Period** 01 Mar 2016 - 31 Mar 2016  
**VAT Registration Number** GB 867 2447 91

Page 1 of 5

Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	13.28
Payments received with thanks	-	£	13.28 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	+	£	13.09

<b>Total new charges</b>	=	£	<b>16.87</b>
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VAT @20%	+	£	3.37
<b>Total charges</b>	=	£	<b>20.24</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>20.24</b>
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This bill is for information only. Your payment will be collected on or after 25 Apr 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 21 Mar 16 + £ 13.28 cr

**TOTAL PAYMENTS = £ 13.28 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 Apr 16 - 30 Apr 16) + £ 8.94

Caller Display (01 Apr 16 - 30 Apr 16) + £ 1.49

Number Withheld (01 Apr 16 - 30 Apr 16) + £ 0.00

Call charges + £ 2.659

**= £ 13.09**

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	7	0:11:15	£0.000
National voice call	5	0:30:33	£0.000
UK mobile voice call	3	0:15:59	£2.581
International voice call	0	0:00:00	£0.000
Non-geographic voice call	6	0:12:17	£0.078
<b>Totals</b>	<b>21</b>	<b>1:10:04</b>	<b>£2.659</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
03 Mar	13:20	01837851271	local	0:00:49	free
07 Mar	15:17	03456100100	special service	0:00:14	free
08 Mar	13:56	07814379767	uk: orange mobile	0:02:26	£0.469
08 Mar	19:12	03456100100	special service	0:00:01	free
09 Mar	18:02	03456100100	special service	0:00:13	free
10 Mar	08:48	03456100100	special service	0:06:59	free
11 Mar	10:50	07814379767	uk: orange mobile	0:02:22	£0.469
11 Mar	18:48	01409255525	local	0:00:07	free
11 Mar	18:59	01409254457	local	0:00:08	free
12 Mar	11:25	01409241423	local	0:04:16	free
13 Mar	10:20	01409253941	local	0:00:31	free
15 Mar	11:42	01322867293	swanley	0:00:02	free
18 Mar	11:42	01409241423	local	0:04:11	free
18 Mar	12:55	07814379767	uk: orange mobile	0:11:11	£1.643
22 Mar	16:17	1471-3	call return charge	0:00:00	£0.078
23 Mar	13:47	01409253941	local	0:01:13	free
24 Mar	12:35	01453884938	dursley	0:18:48	free
29 Mar	13:01	01264748043	andover	0:05:10	free
29 Mar	13:11	01453884938	dursley	0:05:57	free
30 Mar	13:28	03301239559	special service	0:04:49	free
30 Mar	15:47	01271549488	barnstaple	0:00:36	free
				<b>Total :</b>	<b>£2.659</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	3	0:15:59	£2.581
1471-3	non-geographic	Call Return Charge	1	0:00:01	£0.078
01837851271	local	local	1	0:00:49	£0.000
01409255525	local	local	1	0:00:07	£0.000
01409254457	local	local	1	0:00:08	£0.000

### Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:11:11	£1.643

### Your Longest Call

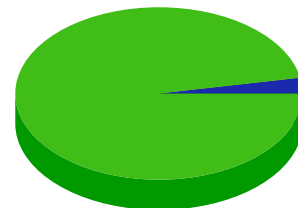
Number called	Duration	Total cost
01453884938	0:18:48	£0.000

## Your Calling Patterns:

### Total Cost of Calls

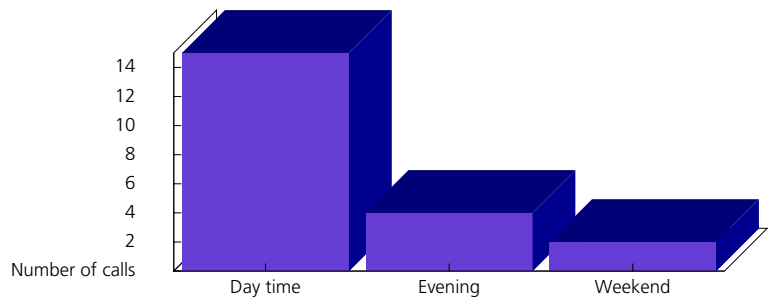
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£2.581	97.1
international call	£0.000	0.0
non-geographic	£0.078	2.9

Local  
National  
Mobile  
International  
Non-Geographic



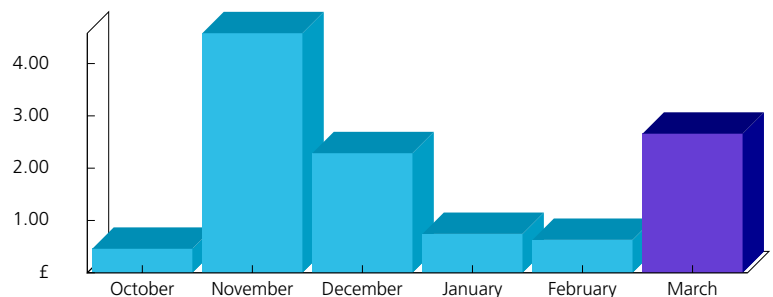
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	15	71.4
Evening	4	19.0
Weekend	2	9.5



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
October	£0.459	4.0
November	£4.580	40.3
December	£2.286	20.1
January	£0.743	6.5
February	£0.629	5.5
March	£2.659	23.4



## 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>		
<small>Banks and Building Societies may not accept Direct Debit Instructions for some types of account.</small>		

### 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.