

FDML\08-06\1309

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-034  
**Bill Date** 08 Jun 2011  
**Payment Due** 16 Jun 2011  
**Bill Period** 01 May 2011 - 31 May 2011  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	19.49
Payments received with thanks	-	£	19.49 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	+	£	13.89

<b>Total new charges</b>	=	£	<b>17.67</b>
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VAT @20%	+	£	3.53
<b>Total charges</b>	=	£	<b>21.20</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>21.20</b>
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This bill is for information only. Your payment will be collected on or after 16 Jun 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 20 May 11	+	£	19.49 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>19.49 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 Jun 11 - 30 Jun 11)	+	£ 8.94
Caller Display	(01 Jun 11 - 30 Jun 11)	+	£ 1.49
Number Withheld	(01 Jun 11 - 30 Jun 11)	+	£ 0.00
Call charges		+	£ 3.460
		=	<b>£ 13.89</b>

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	21	1:20:34	£0.000
National voice call	17	2:30:36	£0.000
UK mobile voice call	6	0:01:08	£1.248
International voice call	0	0:00:00	£0.000
Non-geographic voice call	3	0:05:39	£2.212
<b>Totals</b>	<b>47</b>	<b>3:57:57</b>	<b>£3.460</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
02 May	18:28	01793748283	swindon	0:14:57	free
05 May	11:35	01409253667	local	0:00:16	free
05 May	13:02	01409253667	local	0:00:13	free
05 May	14:24	01409253667	local	0:15:25	free
05 May	17:45	01409253667	local	0:09:58	free
06 May	10:25	01805624067	local	0:05:46	free
06 May	10:31	07980517027	uk: orange mobile	0:00:07	£0.208
06 May	10:36	07980517027	uk: orange mobile	0:00:01	£0.208
06 May	10:40	01840770024	camelford	0:00:33	free
06 May	11:04	01805624067	local	0:02:56	free
06 May	12:08	01409253692	local	0:00:36	free
08 May	09:16	01409254179	local	0:00:58	free
09 May	12:46	01837650970	local	0:02:08	free
09 May	13:57	01793748283	swindon	0:16:37	free
10 May	11:28	01793748283	swindon	0:02:51	free
11 May	17:25	01409253241	local	0:04:10	free
12 May	18:02	01793748283	swindon	0:09:22	free
13 May	13:01	01793748283	swindon	0:00:02	free
13 May	13:13	07980517027	uk: orange mobile	0:00:01	£0.208
13 May	13:13	01793748283	swindon	0:00:02	free
13 May	13:14	07837868304	uk: orange mobile	0:00:40	£0.208
13 May	17:45	01793748283	swindon	0:03:52	free
14 May	10:15	01409253241	local	0:12:35	free
17 May	10:44	01428727437	haslemere	0:04:18	free
17 May	11:54	01409255462	local	0:06:29	free
17 May	19:46	01793748283	swindon	0:54:19	free
19 May	10:08	01409253692	local	0:00:25	free
19 May	10:09	01409255250	local	0:00:35	free
19 May	17:25	01428727437	haslemere	0:05:14	free
19 May	18:11	01428727437	haslemere	0:03:03	free
20 May	18:14	01793748283	swindon	0:00:35	free
21 May	11:13	01793748283	swindon	0:12:59	free
21 May	11:26	01793748283	swindon	0:00:15	free
21 May	11:27	07814379767	uk: orange mobile	0:00:17	£0.208
21 May	11:28	01793748283	swindon	0:01:17	free
22 May	12:16	01793748283	swindon	0:20:20	free
23 May	10:20	08451235296	uk: local rate	0:03:26	£0.215
23 May	10:24	01566784861	local	0:00:44	free
23 May	14:46	01566784431	local	0:13:21	free
23 May	15:00	01566784861	local	0:00:36	free
23 May	16:26	08451235296	uk: local rate	0:00:43	£0.112
25 May	15:33	01409253280	local	0:01:21	free
26 May	11:31	07980517027	uk: orange mobile	0:00:02	£0.208
27 May	10:41	01409253514	local	0:00:08	free
27 May	10:41	01409253692	local	0:00:13	free
27 May	10:42	118018	directory enquiries	0:01:30	£1.885
27 May	16:46	01409253477	local	0:01:41	free
<b>Total :</b>				<b>£3.460</b>	

## Information About Your Calls From Telephone Number: 01409254799

### Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
118018	non-geographic	directory enquiries	1	0:01:30	£1.885
07980517027	mobile	uk: orange mobile	4	0:00:11	£0.832
08451235296	non-geographic	uk: local rate	2	0:04:09	£0.327
07814379767	mobile	uk: orange mobile	1	0:00:17	£0.208
07837868304	mobile	uk: orange mobile	1	0:00:40	£0.208

### Your Most Expensive Call

Number called	Duration	Total cost
118018	0:01:30	£1.885

### Your Longest Call

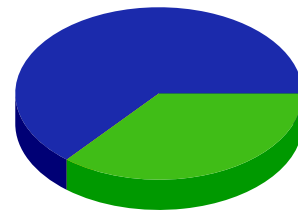
Number called	Duration	Total cost
01793748283	0:54:19	£0.000

## Your Calling Patterns:

### Total Cost of Calls

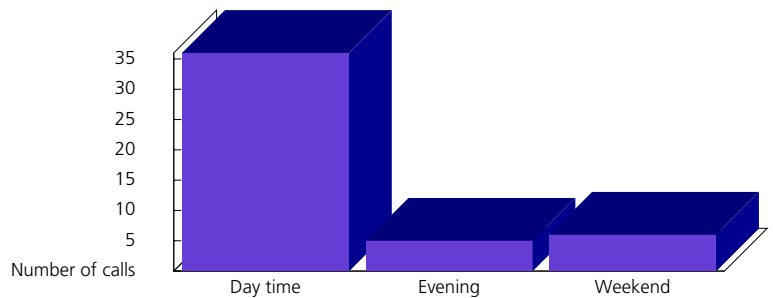
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.248	36.1
international call	£0.000	0.0
non-geographic	£2.212	63.9

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



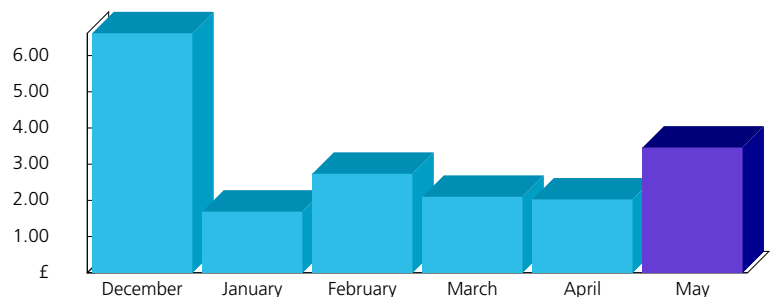
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	36	76.6
Evening	5	10.6
Weekend	6	12.8



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
December	£6.618	35.5
January	£1.691	9.1
February	£2.736	14.7
March	£2.100	11.3
April	£2.027	10.9
May	£3.460	18.6



## 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)

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.

Branch Sort Code

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Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.



### 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.