

FD/ML/08-06/198

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-058  
**Bill Date** 13 Jun 2013  
**Payment Due** 26 Jun 2013  
**Bill Period** 01 May 2013 - 31 May 2013  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

|                               |   |   |          |
|-------------------------------|---|---|----------|
| Previous balance              |   | £ | 26.54    |
| Payments received with thanks | - | £ | 26.54 cr |

|                            |   |   |             |
|----------------------------|---|---|-------------|
| <b>Outstanding balance</b> | = | £ | <b>0.00</b> |
|----------------------------|---|---|-------------|

### New Charges (Payment Type: Direct Debit)

|                             |   |   |       |
|-----------------------------|---|---|-------|
| Account charges and credits | + | £ | 3.78  |
| Telephone                   | + | £ | 20.07 |

|                          |   |   |              |
|--------------------------|---|---|--------------|
| <b>Total new charges</b> | = | £ | <b>23.85</b> |
|--------------------------|---|---|--------------|

|          |   |   |      |
|----------|---|---|------|
| VAT @20% | + | £ | 4.77 |
|----------|---|---|------|

|                      |   |   |              |
|----------------------|---|---|--------------|
| <b>Total charges</b> | = | £ | <b>28.62</b> |
|----------------------|---|---|--------------|

|                      |   |          |              |
|----------------------|---|----------|--------------|
| <b>TOTAL NOW DUE</b> | = | <b>£</b> | <b>28.62</b> |
|----------------------|---|----------|--------------|

This bill is for information only. Your payment will be collected on or after 26 Jun 2013

**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 28 May 13 | + | £        | 26.54 cr        |
| <b>TOTAL PAYMENTS</b>                     | = | <b>£</b> | <b>26.54 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 13 - 30 Jun 13) | + | £ 8.94         |
| Caller Display                            | (01 Jun 13 - 30 Jun 13) | + | £ 1.49         |
| Number Withheld                           | (01 Jun 13 - 30 Jun 13) | + | £ 0.00         |
| Call charges                              |                         | + | £ 9.635        |
|   |                         | = | <b>£ 20.07</b> |

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**Call Summary**

| Call type                 | Number of calls | Duration       | Cost          |
|---------------------------|-----------------|----------------|---------------|
| Local voice call          | 11              | 0:27:12        | £0.000        |
| National voice call       | 18              | 2:08:19        | £0.000        |
| UK mobile voice call      | 7               | 0:45:17        | £6.828        |
| International voice call  | 0               | 0:00:00        | £0.000        |
| Non-geographic voice call | 7               | 0:39:46        | £2.807        |
| <b>Totals</b>             | <b>43</b>       | <b>4:00:34</b> | <b>£9.635</b> |

**New Call Charges for 01409254799**

| Date   | Time  | Dialled     | Destination       | Duration       | Charge        |
|--------|-------|-------------|-------------------|----------------|---------------|
| 01 May | 20:48 | 01409259444 | local             | 0:00:55        | free          |
| 02 May | 11:01 | 01322867293 | swanley           | 0:01:04        | free          |
| 02 May | 13:01 | 08448001895 | special service   | 0:06:37        | £0.579        |
| 02 May | 13:10 | 08448922332 | special service   | 0:02:49        | £0.167        |
| 02 May | 16:44 | 01793748283 | swindon           | 0:09:59        | free          |
| 03 May | 11:42 | 01409253381 | local             | 0:01:42        | free          |
| 03 May | 12:42 | 01322867293 | swanley           | 0:01:52        | free          |
| 07 May | 17:13 | 01793748283 | swindon           | 0:02:08        | free          |
| 07 May | 17:31 | 01409253822 | local             | 0:01:24        | free          |
| 08 May | 13:34 | 07814379767 | uk: orange mobile | 0:18:40        | £2.556        |
| 08 May | 14:23 | 08456100100 | uk: local rate    | 0:04:00        | £0.215        |
| 10 May | 12:04 | 01409253215 | local             | 0:08:28        | free          |
| 10 May | 12:22 | 01837650970 | local             | 0:03:38        | free          |
| 10 May | 17:35 | 08448008877 | special service   | 0:07:12        | £0.650        |
| 12 May | 14:13 | 01322867293 | swanley           | 0:00:24        | free          |
| 12 May | 16:30 | 01793748283 | swindon           | 0:03:17        | free          |
| 13 May | 18:09 | 08451656565 | uk: local rate    | 0:04:25        | £0.143        |
| 14 May | 12:53 | 01409253826 | local             | 0:03:47        | free          |
| 14 May | 14:27 | 08448443899 | special service   | 0:11:51        | £0.936        |
| 14 May | 15:07 | 01926320701 | leamington spa    | 0:02:39        | free          |
| 14 May | 15:13 | 07836350232 | uk: vodafone      | 0:00:44        | £0.208        |
| 16 May | 13:30 | 01237428734 | local             | 0:01:57        | free          |
| 17 May | 11:10 | 01409255462 | local             | 0:00:06        | free          |
| 17 May | 11:52 | 01322867293 | swanley           | 0:00:02        | free          |
| 18 May | 09:56 | 01322867293 | swanley           | 0:00:02        | free          |
| 20 May | 11:01 | 01409253692 | local             | 0:02:31        | free          |
| 21 May | 11:55 | 07814379767 | uk: orange mobile | 0:02:37        | £0.469        |
| 21 May | 11:58 | 07814379767 | uk: orange mobile | 0:00:11        | £0.208        |
| 21 May | 11:59 | 07814379767 | uk: orange mobile | 0:07:49        | £1.121        |
| 21 May | 12:16 | 01322867293 | swanley           | 0:00:01        | free          |
| 21 May | 16:32 | 01285712656 | cirencester       | 0:01:16        | free          |
| 22 May | 10:16 | 01285712656 | cirencester       | 0:53:49        | free          |
| 22 May | 17:10 | 07905485924 | uk: t-mobile      | 0:04:56        | £0.754        |
| 23 May | 12:18 | 01322867293 | swanley           | 0:11:01        | free          |
| 23 May | 13:04 | 01288361154 | local             | 0:01:55        | free          |
| 23 May | 18:51 | 08456100100 | uk: local rate    | 0:02:52        | £0.117        |
| 24 May | 18:37 | 01409259444 | local             | 0:00:49        | free          |
| 27 May | 10:12 | 01322867293 | swanley           | 0:09:24        | free          |
| 27 May | 17:03 | 01793748283 | swindon           | 0:00:46        | free          |
| 27 May | 17:04 | 01793748283 | swindon           | 0:00:09        | free          |
| 27 May | 18:53 | 01793748283 | swindon           | 0:13:25        | free          |
| 30 May | 11:08 | 07814379767 | uk: orange mobile | 0:10:20        | £1.512        |
| 31 May | 16:31 | 01793748283 | swindon           | 0:17:01        | free          |
|        |       |             |                   | <b>Total :</b> | <b>£9.635</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 | 5               | 0:39:37  | £5.866     |
| 08448443899   | non-geographic | special service   | 1               | 0:11:51  | £0.936     |
| 07905485924   | mobile         | uk: t-mobile      | 1               | 0:04:56  | £0.754     |
| 08448008877   | non-geographic | special service   | 1               | 0:07:12  | £0.650     |
| 08448001895   | non-geographic | special service   | 1               | 0:06:37  | £0.579     |

### Your Most Expensive Call

| Number called | Duration | Total cost |
|---------------|----------|------------|
| 07814379767   | 0:18:40  | £2.556     |

### Your Longest Call

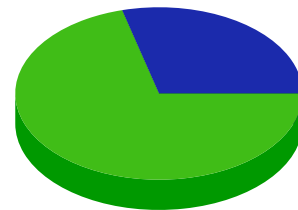
| Number called | Duration | Total cost |
|---------------|----------|------------|
| 01285712656   | 0:53:49  | £0.000     |

## Your Calling Patterns:

### Total Cost of Calls

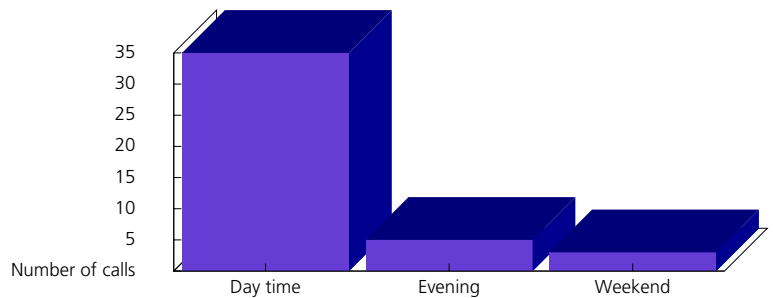
| Type of call       | Total spend | % spend |
|--------------------|-------------|---------|
| local call         | £0.000      | 0.0     |
| national call      | £0.000      | 0.0     |
| mobile call        | £6.828      | 70.9    |
| international call | £0.000      | 0.0     |
| non-geographic     | £2.807      | 29.1    |

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



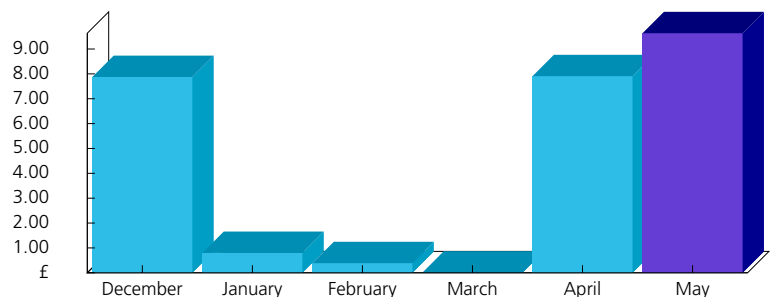
### When You Make Your Calls

| Time of day | Number of calls | % calls |
|-------------|-----------------|---------|
| Day time    | 35              | 81.4    |
| Evening     | 5               | 11.6    |
| Weekend     | 3               | 7.0     |



### Your Call Spend For The Last 6 Months

| Month    | Total Spend | % spend |
|----------|-------------|---------|
| December | £7.874      | 29.6    |
| January  | £0.798      | 3.0     |
| February | £0.387      | 1.5     |
| March    | £0.000      | 0.0     |
| April    | £7.907      | 29.7    |
| May      | £9.635      | 36.2    |



## 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).

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## 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**



Please fill in the form and send to: first:telecom : PO BOX 4360 : Warwick : CV34 9DB

|  |  |   |   |   |   |   |   |
|--|--|---|---|---|---|---|---|
| <b>Name and full postal address of your Bank or Building Society</b> |  | <b>Originator's Identification Number</b>   |   |   |   |   |   |
| To: The Manager<br>Bank/Building Society                             |  | 8   | 3 | 6 | 6 | 6 | 4 |
| Address  |  | <b>Reference</b>  |   |   |   |   |   |
|  |  | CX118698  |   |   |   |   |   |
| Postcode   |  | <b>Instruction for your Bank of Building Society</b>  |   |   |   |   |   |
|  |  | 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. |   |   |   |   |   |
| <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>                          |  |   |   |   |   |   |   |
|  |  |   |   |   |   |   |   |



### 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.