

FDML\08-06\1143

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-040  
**Bill Date** 12 Dec 2011  
**Payment Due** 21 Dec 2011  
**Bill Period** 01 Nov 2011 - 30 Nov 2011  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	20.83
Payments received with thanks	-	£	20.83 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	+	£	12.75

<b>Total new charges</b>	=	£	<b>16.53</b>
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VAT @20%	+	£	3.31
<b>Total charges</b>	=	£	<b>19.84</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>19.84</b>
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This bill is for information only. Your payment will be collected on or after 21 Dec 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 22 Nov 11	+	£	20.83 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>20.83 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 Dec 11 - 31 Dec 11)	+	£ 8.94
Caller Display	(01 Dec 11 - 31 Dec 11)	+	£ 1.49
Number Withheld	(01 Dec 11 - 31 Dec 11)	+	£ 0.00
Call charges		+	£ 2.321
		=	<b>£ 12.75</b>

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	11	0:53:01	£0.000
National voice call	6	0:17:31	£0.000
UK mobile voice call	6	0:08:51	£1.900
International voice call	0	0:00:00	£0.000
Non-geographic voice call	1	0:09:48	£0.421
<b>Totals</b>	<b>24</b>	<b>1:29:11</b>	<b>£2.321</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
01 Nov	13:15	07814379767	uk: orange mobile	0:00:05	£0.208
01 Nov	18:25	07814379767	uk: orange mobile	0:00:08	£0.169
01 Nov	18:26	01364631530	ashburton	0:04:50	free
02 Nov	12:02	01364631530	ashburton	0:03:54	free
02 Nov	12:07	01566773671	local	0:01:50	free
03 Nov	10:38	01409253241	local	0:01:48	free
03 Nov	11:56	01409253477	local	0:02:38	free
04 Nov	15:01	01428727437	haslemere	0:02:57	free
04 Nov	15:04	01409253241	local	0:11:05	free
05 Nov	12:02	01409253241	local	0:01:47	free
05 Nov	12:12	01409253241	local	0:13:14	free
06 Nov	18:39	07971864875	uk: orange mobile	0:06:16	£0.716
09 Nov	16:56	01409253783	local	0:01:02	free
09 Nov	17:28	01409253241	local	0:13:53	free
10 Nov	10:19	07814379767	uk: orange mobile	0:02:08	£0.469
11 Nov	12:07	01392214044	exeter	0:04:37	free
12 Nov	19:13	07814379767	uk: orange mobile	0:00:10	£0.169
14 Nov	12:06	08453021479	uk: local rate	0:09:48	£0.421
14 Nov	13:42	01539488100	hawkshead	0:01:07	free
14 Nov	14:29	01793748283	swindon	0:00:06	free
21 Nov	11:57	01409254272	local	0:01:02	free
25 Nov	18:55	07814379767	uk: orange mobile	0:00:04	£0.169
28 Nov	15:29	01409255462	local	0:00:01	free
29 Nov	12:06	01409253241	local	0:04:41	free
				<b>Total :</b>	<b>£2.321</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	0:02:35	£1.184
07971864875	mobile	uk: orange mobile	1	0:06:16	£0.716
08453021479	non-geographic	uk: local rate	1	0:09:48	£0.421
01566773671	local	local	1	0:01:50	£0.000
01409255462	local	local	1	0:00:01	£0.000

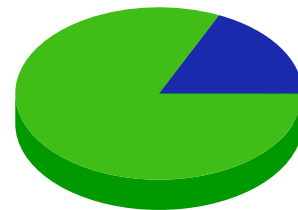
Your Most Expensive Call		
Number called	Duration	Total cost
07971864875	0:06:16	£0.716

Your Longest Call		
Number called	Duration	Total cost
01409253241	0:13:53	£0.000

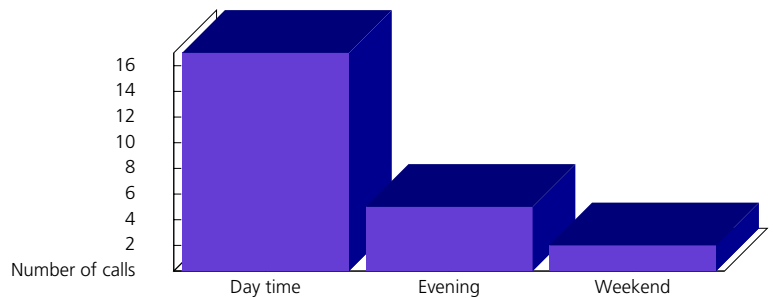
## Your Calling Patterns:

Total Cost of Calls		
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£1.900	81.9
international call	£0.000	0.0
non-geographic	£0.421	18.1

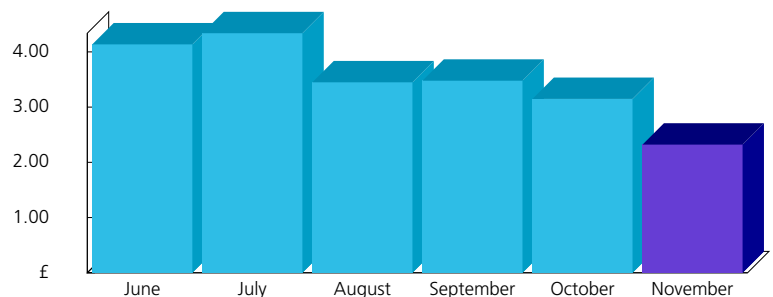
■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



When You Make Your Calls		
Time of day	Number of calls	% calls
Day time	17	70.8
Evening	5	20.8
Weekend	2	8.3



Your Call Spend For The Last 6 Months		
Month	Total Spend	% spend
June	£4.136	19.8
July	£4.338	20.8
August	£3.449	16.5
September	£3.478	16.7
October	£3.148	15.1
November	£2.321	11.1



## 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).

first:telecom is a trading name of First Utility Limited, Registered number 05070887.  
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
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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

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.