

FDML\08-06\11839

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-039  
**Bill Date** 11 Nov 2011  
**Payment Due** 22 Nov 2011  
**Bill Period** 01 Oct 2011 - 31 Oct 2011  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	21.23
Payments received with thanks	-	£	21.23 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	+	£	13.58

<b>Total new charges</b>	=	£	<b>17.36</b>
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VAT @20%	+	£	3.47
<b>Total charges</b>	=	£	<b>20.83</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>20.83</b>
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This bill is for information only. Your payment will be collected on or after 22 Nov 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 21 Oct 11	+	£	21.23 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>21.23 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 Nov 11 - 30 Nov 11)	+	£ 8.94
Caller Display	(01 Nov 11 - 30 Nov 11)	+	£ 1.49
Number Withheld	(01 Nov 11 - 30 Nov 11)	+	£ 0.00
Call charges		+	£ 3.148
		=	<b>£ 13.58</b>

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	38	1:01:50	£0.000
National voice call	7	1:01:30	£0.000
UK mobile voice call	8	0:10:01	£2.321
International voice call	0	0:00:00	£0.000
Non-geographic voice call	4	0:12:46	£0.827
<b>Totals</b>	<b>57</b>	<b>2:26:07</b>	<b>£3.148</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Oct	13:24	01793748283	swindon	0:00:04	free
01 Oct	13:25	07715461121	uk: o2 mobile	0:01:33	£0.351
03 Oct	09:14	01566773671	local	0:01:13	free
03 Oct	13:04	08453890080	uk: local rate	0:01:14	£0.147
03 Oct	15:50	08453890080	uk: local rate	0:07:00	£0.318
03 Oct	15:57	08453670812	uk: local rate	0:03:30	£0.215
04 Oct	17:47	01409253177	local	0:00:24	free
04 Oct	17:48	01409253177	local	0:00:21	free
04 Oct	17:49	01409253177	local	0:00:21	free
04 Oct	17:50	01409253177	local	0:00:11	free
04 Oct	17:51	01409253177	local	0:00:12	free
04 Oct	17:53	01409253177	local	0:00:14	free
04 Oct	17:54	01409253177	local	0:00:10	free
04 Oct	17:56	01409253177	local	0:00:13	free
04 Oct	18:00	01409253177	local	0:00:15	free
04 Oct	18:01	01409253177	local	0:00:32	free
04 Oct	18:02	01409253177	local	0:00:43	free
04 Oct	18:08	01409253177	local	0:00:33	free
04 Oct	18:42	01409253177	local	0:00:29	free
10 Oct	20:46	01793748283	swindon	0:08:56	free
11 Oct	10:26	01409255250	local	0:01:20	free
12 Oct	19:14	07814379767	uk: orange mobile	0:04:15	£0.534
13 Oct	12:23	01409253241	local	0:07:00	free
13 Oct	13:47	01409253822	local	0:04:49	free
16 Oct	17:26	01793748283	swindon	0:34:30	free
17 Oct	10:23	01409255250	local	0:00:34	free
17 Oct	12:33	01288352526	local	0:00:25	free
17 Oct	14:58	01409254852	local	0:00:19	free
17 Oct	15:26	01392439177	exeter	0:08:35	free
17 Oct	15:36	07910339897	uk: t-mobile	0:00:05	£0.213
17 Oct	17:10	01409253241	local	0:03:47	free
18 Oct	18:31	01237427720	local	0:01:58	free
19 Oct	13:47	01409254985	local	0:04:46	free
20 Oct	17:50	01409253241	local	0:00:06	free
21 Oct	11:11	01409255462	local	0:05:16	free
21 Oct	12:09	01409254179	local	0:00:56	free
21 Oct	13:14	07814379767	uk: orange mobile	0:00:45	£0.208
23 Oct	18:12	01793748283	swindon	0:00:09	free
23 Oct	18:15	01409253241	local	0:01:32	free
23 Oct	18:26	01793748283	swindon	0:09:06	free
25 Oct	11:40	01409253692	local	0:01:16	free
25 Oct	11:43	01409253241	local	0:00:03	free
25 Oct	17:13	01409211470	local	0:02:25	free
26 Oct	12:55	01409253241	local	0:00:01	free
26 Oct	18:33	07814379767	uk: orange mobile	0:01:04	£0.260
26 Oct	20:49	01237426754	local	0:03:23	free
27 Oct	09:02	07814379767	uk: orange mobile	0:01:28	£0.339
27 Oct	11:54	01409253241	local	0:00:01	free
27 Oct	13:16	01237479146	local	0:02:12	free
27 Oct	20:41	01237479146	local	0:04:22	free
28 Oct	12:03	08456100100	uk: local rate	0:01:02	£0.147
28 Oct	17:10	07814379767	uk: orange mobile	0:00:05	£0.208
29 Oct	13:11	01409221201	local	0:01:03	free
29 Oct	13:49	01409221201	local	0:04:55	free
30 Oct	14:24	01793748283	swindon	0:00:10	free
31 Oct	10:19	07814379767	uk: orange mobile	0:00:46	£0.208
31 Oct	18:43	01409253241	local	0:03:30	free
<b>Total :</b>				<b>£3.148</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	6	0:08:23	£1.757
08453890080	non-geographic	uk: local rate	2	0:08:14	£0.465
07715461121	mobile	uk: o2 mobile	1	0:01:33	£0.351
08453670812	non-geographic	uk: local rate	1	0:03:30	£0.215
07910339897	mobile	uk: t-mobile	1	0:00:05	£0.213

### Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:04:15	£0.534

### Your Longest Call

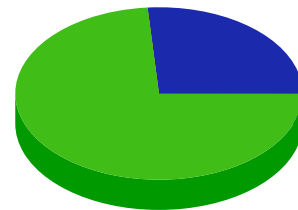
Number called	Duration	Total cost
01793748283	0:34:30	£0.000

## Your Calling Patterns:

### Total Cost of Calls

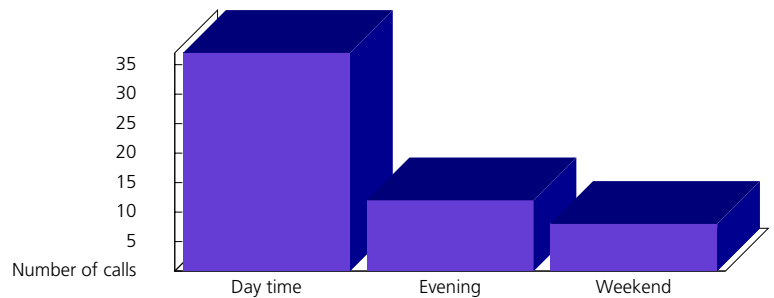
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£2.321	73.7
international call	£0.000	0.0
non-geographic	£0.827	26.3

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



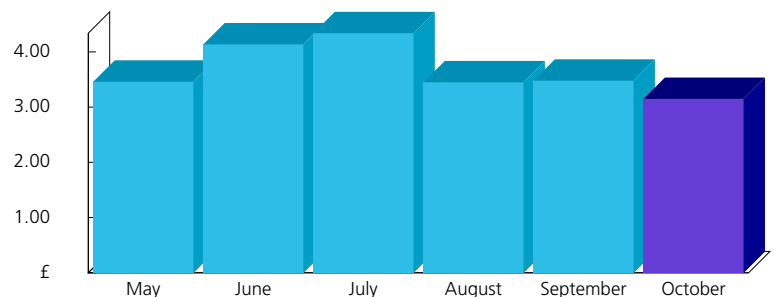
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	37	64.9
Evening	12	21.1
Weekend	8	14.0



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
May	£3.460	15.7
June	£4.136	18.8
July	£4.338	19.7
August	£3.449	15.7
September	£3.478	15.8
October	£3.148	14.3



## 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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## 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

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.