

FD/ML/08-06/1336

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

**Customer Account Number** CX118698  
**Bill Number** CX118698-063  
**Bill Date** 11 Nov 2013  
**Payment Due** 22 Nov 2013  
**Bill Period** 01 Oct 2013 - 31 Oct 2013  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	21.36
Payments received with thanks	-	£	21.36 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	+	£	14.62

<b>Total new charges</b>	=	£	<b>18.40</b>
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VAT @20%	+	£	3.68
<b>Total charges</b>	=	£	<b>22.08</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>22.08</b>
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This bill is for information only. Your payment will be collected on or after 22 Nov 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

Payments			
Direct Debit payment - received 23 Oct 13	+	£	21.36 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>21.36 cr</b>

## Account Charges and Credits

Account Charges and Credits			
Monthly Package Fee	+	£	3.78
	=	<b>£</b>	<b>3.78</b>

## Telephone Statement

Summary of Charges for 01409254799			
Line rental charge for period	(01 Nov 13 - 30 Nov 13)	+	£ 8.94
Caller Display	(01 Nov 13 - 30 Nov 13)	+	£ 1.49
Number Withheld	(01 Nov 13 - 30 Nov 13)	+	£ 0.00
Call charges		+	£ 4.190
		=	<b>£ 14.62</b>

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**Call Summary**

Call type	Number of calls	Duration	Cost
Local voice call	18	0:28:55	£0.000
National voice call	19	3:46:03	£0.000
UK mobile voice call	4	0:20:56	£3.318
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:08:56	£0.872
<b>Totals</b>	<b>43</b>	<b>4:44:50</b>	<b>£4.190</b>

**New Call Charges for 01409254799**

Date	Time	Dialled	Destination	Duration	Charge
01 Oct	21:07	02078909051	london	0:00:13	free
02 Oct	13:15	01392214044	exeter	0:19:58	free
04 Oct	08:58	01285712656	cirencester	0:36:32	free
04 Oct	10:45	01409259444	local	0:00:11	free
04 Oct	11:11	01409259444	local	0:01:48	free
04 Oct	15:49	01409253023	local	0:00:41	free
04 Oct	18:04	08448448050	special service	0:04:52	£0.436
04 Oct	18:19	01793748283	swindon	0:03:22	free
04 Oct	21:41	01237432119	local	0:02:28	free
05 Oct	11:11	01409253822	local	0:03:02	free
05 Oct	12:09	01409253339	local	0:00:11	free
05 Oct	19:27	01409253339	local	0:00:34	free
07 Oct	09:51	01409253692	local	0:02:57	free
07 Oct	14:15	01409254019	local	0:00:17	free
08 Oct	11:48	01409255535	local	0:01:58	free
08 Oct	12:42	01793748283	swindon	0:13:27	free
09 Oct	12:39	07858568997	uk: o2 mobile	0:00:29	£0.215
09 Oct	13:03	07501535659	uk: vodafone	0:14:24	£2.034
10 Oct	10:20	01322867293	swanley	0:00:03	free
10 Oct	11:43	01409255535	local	0:03:17	free
10 Oct	15:06	01409255535	local	0:01:22	free
12 Oct	10:03	01322867293	swanley	0:15:45	free
12 Oct	13:55	01409253294	local	0:00:30	free
17 Oct	19:14	01793748283	swindon	0:07:06	free
19 Oct	12:45	01409254457	local	0:02:43	free
21 Oct	10:21	01326270401	falmouth	0:01:29	free
21 Oct	16:19	01409253280	local	0:01:08	free
22 Oct	12:24	01793748283	swindon	0:05:10	free
22 Oct	12:50	08444994000	special service	0:04:04	£0.436
22 Oct	17:00	01409240024	local	0:04:44	free
22 Oct	18:30	01793748283	swindon	0:01:54	free
22 Oct	18:46	01793748283	swindon	0:02:35	free
24 Oct	13:02	01428620032	haslemere	0:13:08	free
24 Oct	16:17	01793748283	swindon	0:11:47	free
24 Oct	16:32	01285712656	cirencester	0:25:27	free
25 Oct	09:58	01326270401	falmouth	0:01:59	free
25 Oct	10:03	07814379767	uk: orange mobile	0:02:59	£0.469
27 Oct	15:00	07814379767	uk: orange mobile	0:03:04	£0.600
28 Oct	12:01	01409259444	local	0:00:23	free
28 Oct	18:49	01409253339	local	0:00:41	free
29 Oct	14:22	01271453002	barnstaple	0:00:54	free
29 Oct	14:29	01322867293	swanley	0:42:08	free
30 Oct	16:24	01392330296	exeter	0:23:06	free
				<b>Total :</b>	<b>£4.190</b>

## Information About Your Calls From Telephone Number: 01409254799

### Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
07501535659	mobile	uk: vodafone	1	0:14:24	£2.034
07814379767	mobile	uk: orange mobile	2	0:06:03	£1.069
08444994000	non-geographic	special service	1	0:04:04	£0.436
08448448050	non-geographic	special service	1	0:04:52	£0.436
07858568997	mobile	uk: o2 mobile	1	0:00:29	£0.215

### Your Most Expensive Call

Number called	Duration	Total cost
07501535659	0:14:24	£2.034

### Your Longest Call

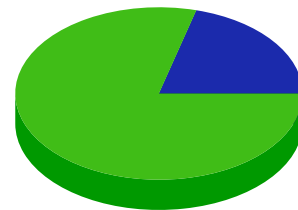
Number called	Duration	Total cost
01322867293	0:42:08	£0.000

## Your Calling Patterns:

### Total Cost of Calls

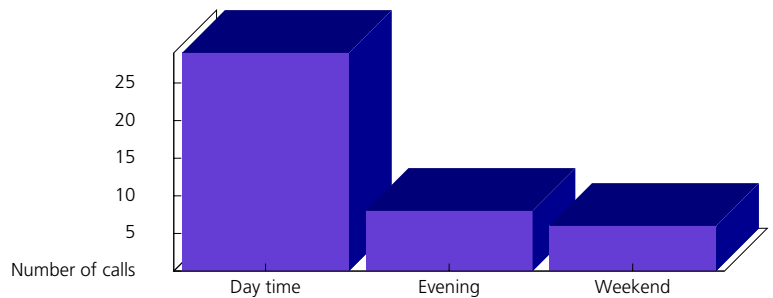
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£3.318	79.2
international call	£0.000	0.0
non-geographic	£0.872	20.8

Local  
National  
Mobile  
International  
Non-Geographic



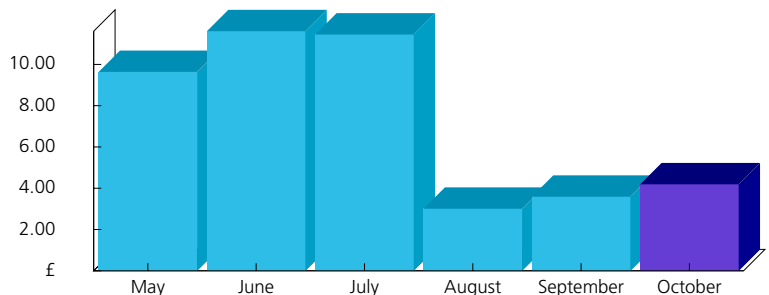
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	29	67.4
Evening	8	18.6
Weekend	6	14.0



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
May	£9.635	22.2
June	£11.609	26.7
July	£11.448	26.3
August	£3.006	6.9
September	£3.588	8.3
October	£4.190	9.6



## 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 Otelco (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: Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH, UK

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**



### 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.